



Installation & User's Guide

**Plug-&-forget Messaging Solution for
Microsoft Outlook and Office Users**

CASTELLE®
Plug-&-forget Server Appliances

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OfficeDirect Messaging Server User's Guide 2.0

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Castelle Corporate Headquarters

855 Jarvis Drive
Morgan Hill, CA 95037
www.castelle.com

Castelle North America

Toll Free: +1(800) 289-7555

Fax: +1(408) 852-8100

Email: sales@castelle.com

Castelle International Sales

Phone: +1 (408) 852-8000

Castelle UK Headquarters

Castelle Europe Ltd.
Chesterton House
352 Avebury Blvd.
Milton Keynes MK9 2JH
United Kingdom
Phone: +44 (0)1908-207-600
Fax: +44 (0)1908-207-601

Technical Support

Technical support is available by mail, fax, e-mail, or phone from 6am to 6PM Pacific Standard Time.

Phone: +1(408) 852-8080

Fax: +1(408) 852-8180

E-mail: support@castelle.com

To qualify for technical support, your Castelle product must be registered with Castelle. Visit Castelle's Customer Services web page at www.castelle.com/support for more information about product registration.

For efficient resolution, please be ready to provide the following information to the Castelle technical support representative who answers your call:

- Company name
- Phone number
- Pager/Cell Phone number
- Email ID
- Fax number
- The type and model number of your unit
- The unit's 8-digit serial number, printed on a label on the bottom of the unit.
- The version number of the FaxPress software you are using.
- The version number of the unit's firmware.
- The version number of the network software you are using (e.g., NetWare 3.12).

- The network topology (e.g., Ethernet or Token Ring).
- The name and version numbers of the email system and clients you are using.
- A description of the problem or its symptoms.

FCC Statement

This device complies with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

CE Marking Warning

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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Chapter

1

The Messaging Server

Fax and email. Castelle's OfficeDirect Messaging Server.100 integrates two of your company's most powerful communication tools into one unified messaging solution. Created specifically for the growing business, the Messaging Server provides a simplified, cost-effective way to outfit an existing small LAN with some of the more valuable email and fax features of a large enterprise network.

Designed to help reduce communication costs and facilitate efficient, error-free information exchange with your customers, suppliers and staff, the OfficeDirect product family also includes the OfficeDirect Storage Server.100, the Messaging Server's companion appliance. The OfficeDirect Storage Server.100 provides 20 GB of network attached storage for the Messaging Server's system software, email and fax files, and offers shared data storage for Windows and Mac users.

Easy setup and familiar, Windows-based user and administration utilities make the OfficeDirect products ideal for companies interested in upgrading the office network without having to rely on a full-time IT staff for the transition and future maintenance.

Thanks for choosing Castelle.

BEFORE YOU BEGIN

Before beginning the setup, confirm the hardware and services you'll need are in place, make sure you understand the Messaging Server's modes of operation, and contact your Internet Service Provider to review the Mail Delivery Options detailed on page 9.

HARDWARE AND SERVICES

These services and hardware must be in place prior to setup.

LOCAL AREA NETWORK	<p>A local area network (LAN) connects servers, clients and peripheral devices together, allowing users to share files, printers, and other services--internet access, for instance.</p> <p>NOTE: Network building blocks--a hub (or router with built-in hub), network interface (NIC) cards , and ethernet cables are required for Messaging Server operation.</p>
INTERNET ACCESS/ EMAIL ACCOUNT	<p>Contact an ISP for the required Internet access and an email account.</p> <p>NOTE: Internet access and an email account are required for your Messaging Server to send and receive Internet email.</p>
INTERNET ROUTER	<p>An Internet router enables everyone in your office to simultaneously share the same Internet connection.</p> <p>NOTE: An Internet router is required for the Messaging Server to send and receive Internet email. The Messaging Server is not designed to connect to the Internet using a standalone modem.</p>
DOMAIN NAME	<p>Contact an ISP to register your company's domain name. Purchasing a domain name will require a registration and annual maintenance fee to a registrar, as well as a hosting fee to your ISP.</p> <p>NOTE: An active domain name is required to send and receive Internet email.</p>
STATIC IP ADDRESSES	<p>A unique IP address identifies every client, server and appliance on your network. Static IP addresses are assigned manually, rather than by a DHCP server.</p> <p>NOTE: A static IP address is required for the machine used to store the Messaging Server's system, email and fax files, and is also required for the Messaging Server to operate in SMTP mode.</p>
FAX LINE	<p>The Messaging Server sends faxes through a fax modem, over an analog phone line. Call your phone company to request an additional, dedicated fax line if necessary.</p> <p>NOTE: A dedicated analog line is required for faxing.</p>

MAIL DELIVERY OPTIONS

The OfficeDirect Messaging Server supports both Simple Mail Transfer Protocol (SMTP) and Post Office Protocol (POP3), two standard protocols your Internet Service Provider (ISP) uses to transport, store, and route email.

The Messaging Server **sends** all Internet email via SMTP, but may **retrieve** email using either SMTP or POP3. During setup, you'll select either SMTP or POP3 as the delivery mode for mail retrieval.

Decide which mode of operation to use by reviewing the following information. Your Internet Service Provider will also be able to help you decide which mode will work best for you.

POP3 – Mail Delivery Method 1

Post Office Protocol 3, a client/server protocol, is used to receive and store email. With the POP 3 delivery method, incoming messages are stored on the ISP's POP3 mail server until retrieved by the Messaging Server.

The POP3 mail delivery method requires a "catch-all" or "postmaster" mail account, which will accept all email addressed to your domain name. The ISP edits your mail account with a wildcard ("*") as the user name, enabling your account to receive email addressed to "anyone@yourdomain.com."

The Messaging Server periodically checks this catch-all mailbox, retrieves any new messages, then routes those messages to the user accounts defined on the Messaging Server. Messages are kept in the users' Messaging Server accounts until retrieved by the users' email clients.

The POP3 delivery method is required for networks using an analog router and dial-up access to connect to the Internet, and recommended for networks using a less than reliable Internet connection. Because incoming email is stored on the ISP's POP3 mail server until retrieved, mail will not be returned to senders if your Internet connection goes down and the Messaging Server is offline. Rather, the email will stay stored on the ISP's mail server until you're again able to retrieve it.

NOTE: The POP3 mail delivery method **disables** the Messaging Server's ability to support your Outlook client's Blind Carbon Copy (BCC) feature. **Messages can not be sent or received using BCC.**

MAIL DELIVERY METHOD 1: POP3 SETUP INFORMATION SHEET

The Messaging Server setup using the POP 3 delivery method will require the following information.

OfficeDirect Messaging Server

Serial Number (found on the unit's base): _____

ISP Domain Name Server (DNS) Information

Primary DNS IP Address: ____ / ____ / ____ / ____

Secondary DNS IP Address: ____ / ____ / ____ / ____

ISP Catch-All Mailbox Account Information

Catch-All Mailbox Account Name: _____

Password: _____

Incoming Mail (POP3) Server Name: _____

Outgoing Mail (SMTP) Server Name: _____

Domain Name

Your Company's Registered Domain Name: _____

Fax information

Fax Number: _____

PBX Pre-Dial Number: _____

IP Addresses

The PC or OfficeDirect Storage Server used to store the Messaging Server's system software, email and fax files must remain powered on, and so requires a static IP address, even if the rest of the network is DHCP.

PC/Storage Server IP address: ____ / ____ / ____ / ____

A static IP address is recommended, although not required, for the Messaging Server operating in POP3 mode.

Messaging Server IP Address: ____ / ____ / ____ / ____

Setup will detect your Router/Default Gateway's TCP/IP address if it is included in the configuration settings of the machine used for the Messaging Server's files. Otherwise, you'll need to enter the address manually.

Router/Default Gateway IP Address: ____ / ____ / ____ / ____

SMTP – Mail Delivery Method 2

Simple Mail Transfer Protocol is a TCP/IP protocol used to send, route, and receive email.

Using the Messaging Server's SMTP mail delivery method requires your ISP to redirect all incoming Internet email to the Messaging Server. Email is stored on your Messaging Server, rather than on the ISP's POP3 mail server.

For email to be re-routed to the Messaging Server, your ISP will need to modify their Mail Exchange (MX) record. The MX record must be modified with either:

1. your Messaging Server's TCP/IP address, if the Messaging Server is using a public IP address provided by your ISP.
2. your NAT enabled router's **public** IP address, if your Messaging Server is assigned a **private** IP address. All SMTP traffic uses port 25; your router's public IP address must be mapped to the Messaging Server's private, port 25 IP address.

Since the ISP is redirecting your email to the Messaging Server, rather than storing it on their POP3 mail server, incoming messages will bounce back to the senders if the Messaging Server's Internet connection goes down, or if the Messaging Server's IP address changes for any reason. **For these reasons, the SMTP delivery method requires:**

1. **an always-on, reliable connection to the Internet.**
2. **a static IP address for both the Messaging Server unit, and the workstation used to store the Messaging Server's system, email and fax files.**

Using the SMTP delivery method also requires adequate storage space for inbound messages. If disk space does become an issue, the OfficeDirect Storage Server.100 could prove to be an inexpensive, long-term storage solution, providing 20 GB of network attached storage.

NOTE: The SMTP mail delivery method, unlike the POP3 mail delivery method, enables the Messaging Server to support your Outlook client's Blind Carbon Copy (BCC) feature.

MAIL DELIVERY METHOD 2: SMTP SETUP INFORMATION SHEET

The SMTP delivery method will require the following information.

OfficeDirect Messaging Server

Serial Number (found on the unit's base): _____

ISP Domain Name Server (DNS) Information

Primary DNS IP Address: ____ / ____ / ____ / ____

Secondary DNS IP Address: ____ / ____ / ____ / ____

ISP Mail Account Information

Information you need **from** your ISP:

ISP's SMTP Server Address: ____ / ____ / ____ / ____

Information you need to **give** your ISP:

Your NAT-enabled Router's IP Address: ____ / ____ / ____ / ____, if your Messaging Server's IP address is local, rather than public, or

Your OfficeDirect Messaging Server's IP Address: ____ / ____ / ____ / ____, if your Messaging Server's IP address is public, rather than local.

Domain Name

Your Company's Registered Domain Name: _____

Fax information

Fax Number: _____

PBX Pre-Dial Number: _____

IP Addresses

The PC or OfficeDirect Storage Server used to store the Messaging Server's system software, email and fax files must remain powered on, and so requires a static IP address, even if the rest of the network is DHCP.

PC/Storage Server IP address: ____ / ____ / ____ / ____

The Messaging Server requires a static IP address to operate in SMTP mode.

Messaging Server IP address: ____ / ____ / ____ / ____

Setup will detect your Router/Default Gateway's TCP/IP address if it is included in the configuration settings of the machine used for the Messaging Server's files. Otherwise, you'll need to enter the address manually.

Router/Default Gateway IP Address: ____ / ____ / ____ / ____

Network Configuration Scenarios

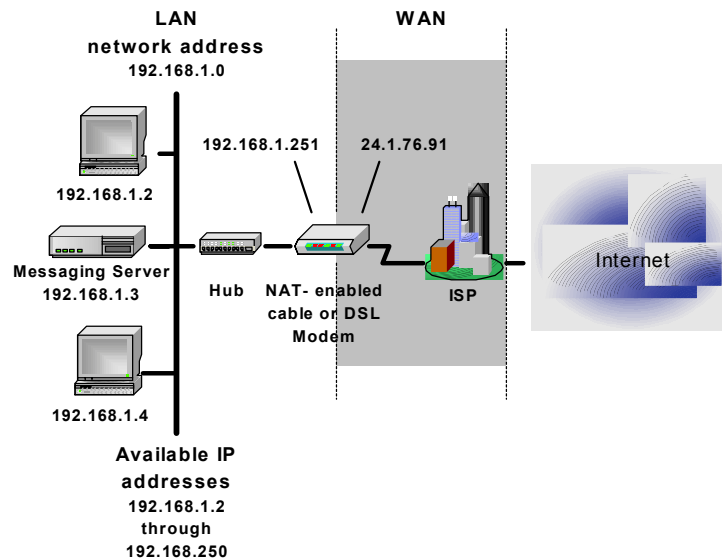
The mail delivery method you choose will be determined, in part, by the Internet access and equipment your network uses to connect to your ISP. Your network's internet access – DSL or dial-up, ISDN or T1 – and the associated equipment also determine the steps you'll take to configure the Messaging Server for your network.

Use the following scenarios to identify the way your network connects to the Internet, and the mail delivery method that will best serve your purposes.

NAT Enabled Cable or DSL Modem/Router

Connecting your network to the Internet by using a Network Address Translation (NAT) enabled modem or router, and high speed, "always-on" DSL or cable access is a common configuration scenario, and recommended for use with the Messaging Server.

Using a NAT enabled modem/router and DSL or cable access allows you to choose either the POP3 or SMTP for your Messaging Server's mail delivery mode.

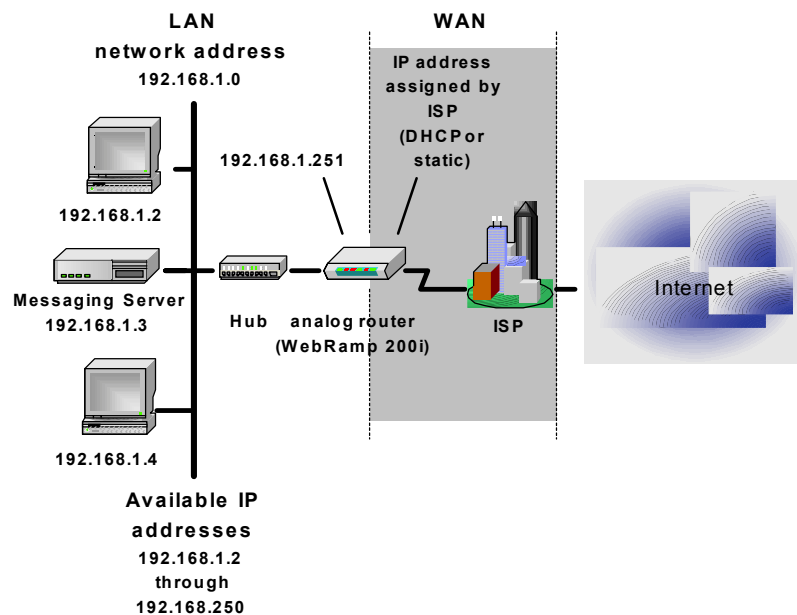


NOTE: Assigning static IP addresses to both the Messaging Server unit and the workstation used to store the Messaging Server's system, email and fax files is **highly recommended**.

Dialup Access with an ISDN or Analog Router

Another common Internet access scenario is the use of an analog router (a WebRamo 200i, for example) and dialup connection. Less common, but still in the analog category, is an ISDN connection using an ISDN terminal adapter.

Any kind of Internet access using an analog connection requires that the Messaging Server operate in POP3 mail delivery mode. Using the Messaging Server's SMTP mode with an analog, dialup connection will result in bounced messages.



NOTE: Assigning static IP addresses to both the Messaging Server unit and the workstation used to store the Messaging Server's system, email and fax files is **highly recommended**.

PACKAGE CONTENTS

The OfficeDirect Messaging Server package contains:

- one OfficeDirect Messaging Server unit
- a setup CD-ROM, containing this manual in PDF format, OfficeDirect Messaging and Storage Server setup utilities, and a flash utility for future firmware and software upgrades.
- a power adapter
- a telephone line cord
- this printed User's Guide

MESSAGING SERVER COMPONENTS

Take a minute or two to review the Messaging Server's front and rear panel features before attaching it to your network.

Front Panel

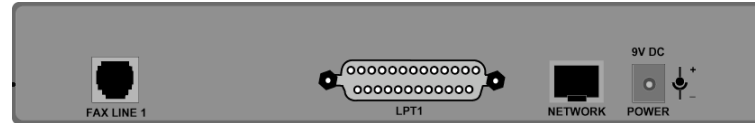


Messaging Server Front Panel

LEDs

Alert	Normally OFF. RED indicates the ODMS: <ol style="list-style-type: none">1. is not currently connected.2. is not properly installed.3. has, if GREEN Ready light is also present, a job in the print queue.
Ready	Normally GREEN; indicates ODMS is communicating with the network.
100 BaseTX	AMBER if LAN connector is using 100 BaseTX; otherwise OFF.
10 BaseT	AMBER if LAN connector is using 10 BaseT; otherwise OFF.
LAN	Normally flashes GREEN intermittently; indicates network activity.
Line	GREEN while sending a fax; registers fax modem's activity.

Rear Panel



Messaging Server Rear Panel

Components

Fax Line 1	Connect your fax line here.
LPT1	Connect a printer for incoming faxes and the Messaging Server's diagnostic printouts here.
10/100 BaseT Network Connector	Attach your hub/router here.
9 Volt DC Power Connector	Plug the power adapter in here.

ATTACHING THE MESSAGING SERVER TO YOUR NETWORK

1. Record serial number.

Copy the Messaging Server's serial number from the base of the unit onto the Setup Information Sheet.

2. Connect the network cable.

Use a network cable to connect the Messaging Server's rear panel Network port to a your router or hub.

3. Connect the fax line.

Use the phone cord provided to connect the Messaging Server's fax port to your fax line.

4. Connect power.

Connect the power adapter to the Messaging Server and a power source.

Once powered on, the Messaging Server will run through a self-test sequence for 15 seconds or so, indicated by the flashing LEDs. The Alert and 10 or 100 BaseT LEDs will stay on after the self-test is finished, confirming that the OfficeDirect Messaging Server can communicate with the network, and is now ready for the server software installation.

Chapter

2

The Setup

ON A LOCAL WINDOWS MACHINE

Install OfficeDirect Messaging Server and Administrative Client software on machines running:

- Windows 98/2000
- NT 4.x, server or workstation
- 2000 server or Professional Edition

SYSTEM REQUIREMENTS

The Windows machine acting as master file **server**, storing the Messaging Server's system, email and fax files, must have:

- at least 100MB of free disk space.
- an Ethernet card.
- TCP/IP installed and enabled.
- file sharing enabled, if running Windows 98.

NOTE: The Messaging Server software **can NOT be installed on Windows 95, or on a PC that uses a modem and dial-up connection for Internet access.** The Messaging Server **must** be installed on a machine set to connect to the Internet via a LAN.

MESSAGING SERVER USER'S GUIDE

The machine used as the Messaging Server's master file **server** should also be:

- able to stay powered on at all times to allow the Messaging Server to send and receive fax and email messages.
- configured with a static IP address.

The **client** machines using the Messaging Server to send email and fax messages require **TCP/IP** and an **Ethernet card** installed, and **must have Microsoft Outlook 97, 98 or 2000** installed and configured:

- as the default mail application. (From the **Start Menu**, select **Settings> Control Panel>Internet Options> Programs** tab. From the **Email** pulldown menu, select **Outlook**.)
- for **Corporate Workgroup** rather than Internet email use. (From your Outlook 2000 inbox, select **Tools>Options> Mail Services** tab, then click the **Reconfigure Mail Support** button and follow the prompts.)

The Messaging Server is **not** designed for use with Outlook Express – **use with Microsoft Outlook only**.

ON THE OFFICEDIRECT STORAGE SERVER

An economical and reliable alternative to a file server, Castle's OfficeDirect Storage Server provides the disk space required for the Messaging Server's files. If you are installing your Messaging Server on the Storage Server, confirm that:

- the Storage Server is installed and active on the network, and configured with a static IP address.
- for convenience, the PC you run the setup from is also the one you'd like to install the Administrative Client on.

INSTALLING THE SOFTWARE

The initial setup will take you through installing the server software and configuring the Messaging Server's email and fax settings.

You will then be given the option of installing the Administrative Client, or exiting setup. Continuing with the Administrative Client install is recommended unless you specifically do *not* want the Administrative Client installed on the machine used for setup.

BEFORE INSTALLING

- allocate an IP address for the Messaging Server's use. A static IP address is **recommended** if the Messaging Server will be operating in **POP mail delivery mode**, and **required** for the Messaging Server to operate in **SMTP mail delivery mode**.
- make sure all of the information described in either the "**Mail Delivery Method 1: POP3 Setup Information Sheet**" on page 10 or the "**Mail Delivery Method 2: SMTP Setup Information Sheet**" on page 12 is easily accessible.
- designate a machine to store the Messaging Server's system, email and fax files. If installing on a Storage Server, choose a workstation or PC to run the setup from and install the Administrative Client on.
- make sure the PC, workstation, or Storage Server designated to store the Messaging Server's files is **configured with a static IP address**.

Configuring Static IP for Windows 98/2000

1. From the **Start Menu**, select **Settings> Control Panel>Network**.
2. Scroll through the list of network components. Select **TCP/IP-->Ethernet card**. Click the **Properties** button.
3. Confirm you are now in the **TCP/IP Properties** window. Select the **Specify an IP Address** radio button and enter a unique IP address. Click **OK**.

Enabling File Sharing – Windows 98 Only

1. From the **Start Menu**, select **Settings>Control Panel>Network**.
2. Under **Primary Network Logon** choose **Client for Microsoft Networks**.

Click the **File and Print Sharing** button. Confirm both boxes are checked. Click **OK**.

TO BEGIN

1. Log on as **administrator** to your designated machine.
2. Place the Castelle CD-ROM in the drive. The **Castelle OfficeDirect Messaging Server Setup** screen will launch automatically. If Autorun is disabled on your machine, and

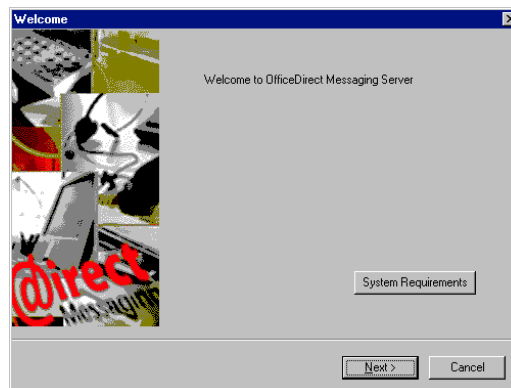
MESSAGING SERVER USER'S GUIDE

setup does **not** launch automatically, select **Start > Run**, then type **CD-Drive-Letter:\AutoRun.exe** and click **OK**. If, for example, your computer's CD drive is drive D, you'd type **D:\AutoRun.exe**.



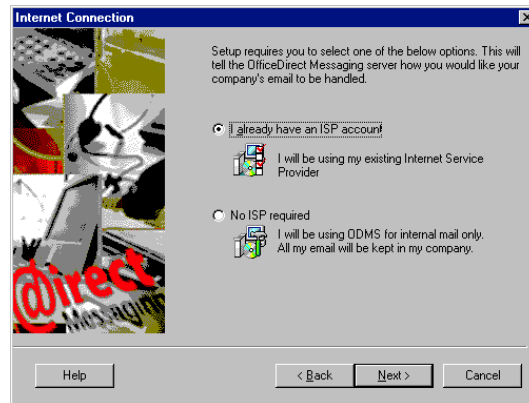
Castelle OfficeDirect Messaging Server Setup

3. Click the **Install ODMS Server** button to begin. Setup will then prepare the InstallShield® Wizard to guide you through the rest of the installation.
4. The **Welcome** screen directs you to close all open Windows programs. Please refer to the System Requirements to confirm you are prepared to begin the installation. Then, click **Next >** to continue, or **Cancel** to close programs.



Welcome

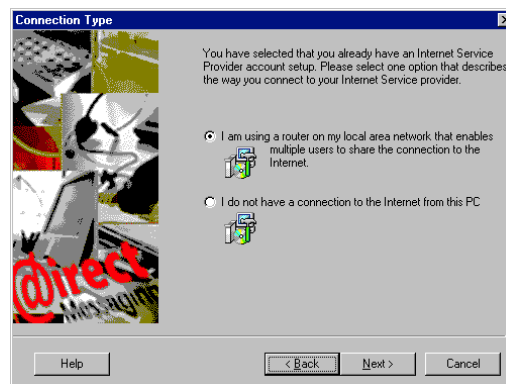
5. The **Internet Connection** screen asks you to choose whether your company will use the Messaging Server for Internet email, or for internal company email only. Select the appropriate radio button, then click **Next >**.



Internet Connection

NOTE: If you select **No ISP required**, skip to step 7, then 14.

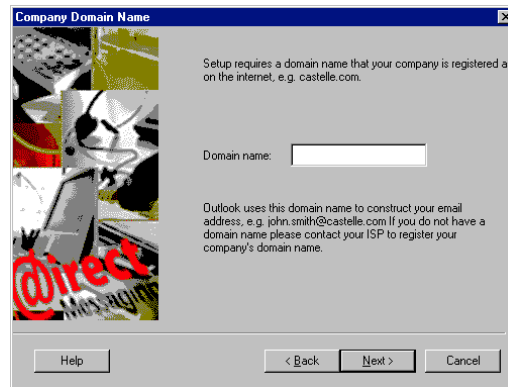
6. The **Connection Type** screen confirms that your company does have an existing ISP account. Choose the method you use to connect to your ISP, then click **Next >** to continue.



Connection Type

MESSAGING SERVER USER'S GUIDE

7. The **Company Domain Name** screen requires your company's domain. Enter the name, then click **Next >**.

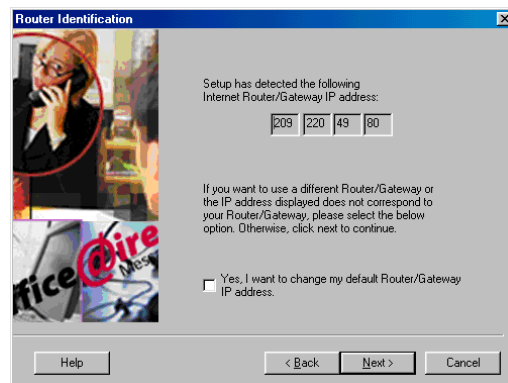


Company Domain Name

8. This **Please wait!** interim window appears while setup identifies your network's default gateway/internet router.

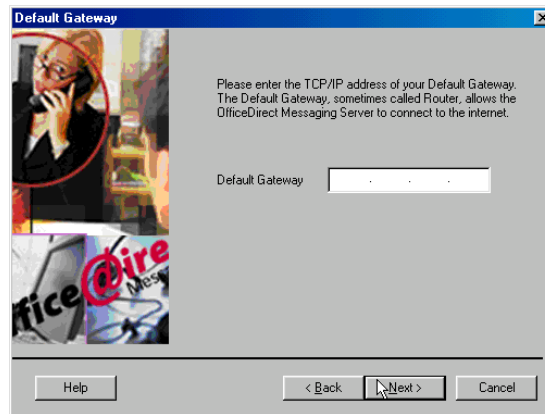


9. The **Router Identification** requires you to confirm that the Internet Router/Gateway IP address detected is correct. Click **Next>** to confirm. To change the IP address shown, select the **Yes, I want. . .** radio button, and click **Next>**.



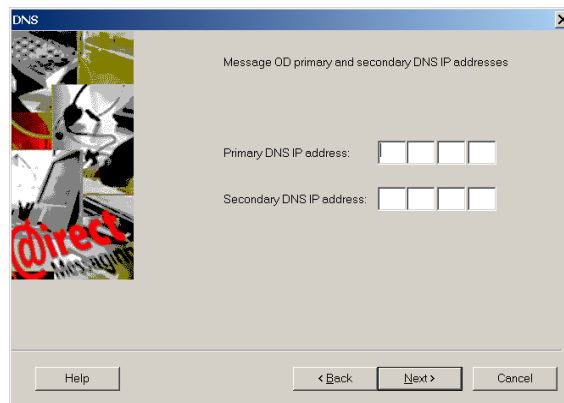
Router Identification

10. The **Default Gateway** is a **conditional window**, only appearing if you selected the **Yes. . .** radio button in step 9, **or** if setup cannot detect your Internet Router/Default Gateway IP address. Enter your router's TCP/IP address.



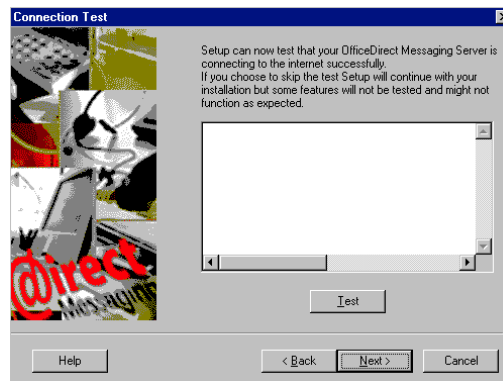
Default Gateway

11. The **DNS** window is **conditional**, only appearing if setup cannot successfully detect the ISP's DNS IP address for your network. Enter the IP addresses of your ISP's primary and secondary Domain Name Servers, then click **Next >**.



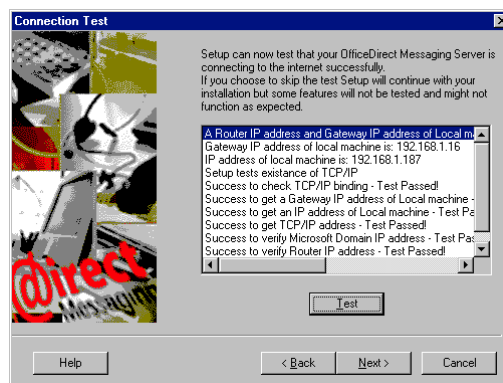
DNS

12. The **Connection Test** window allows you to test all aspects of your Messaging Server's internet connectivity. Click **Test**. (WebRamp 200i users: this router requires more time to connect to your ISP than setup allows. Click the **Test** button a few times in a row to give the 200i time to form an Internet connection.) Running the connection test is highly recommended.



Connection Test

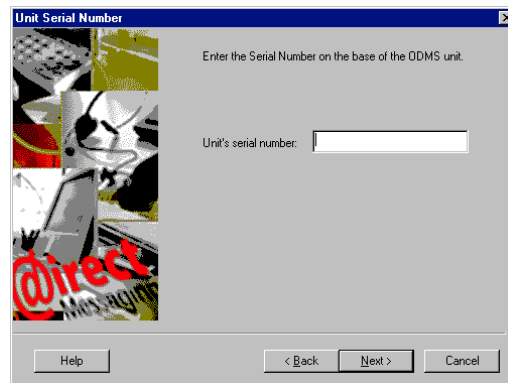
13. The **Test Results** window allows you to identify any failed tests and change settings needing revision. Return to setup to change settings **before** clicking **Next>**.



Test Results

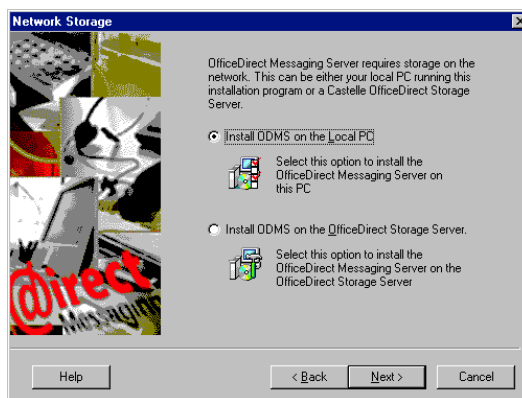
NOTE: Failed tests will generate a **Warning** screen once **Next>** is clicked. Setup will continue, but complications may arise later.

14. The **Unit Serial Number** dialog box requires the Messaging Server's serial number, located on the underside of the unit. Enter the serial number, then click **Next >**.



Unit Serial Number

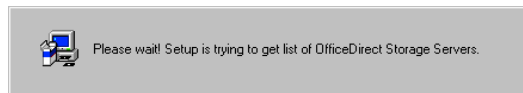
15. The **Network Storage** screen allows you to select either the machine you are working on, or Castle's OfficeDirect Storage Server for the Messaging Server installation.
- **If you have an OfficeDirect Storage Server active on your network**, select the **Install on the Storage Server** radio button, click **Next>**, and move to **step 16**.
 - **If your PC or workstation meets the system requirements**, select the **Install on the Local Server** radio button, click **Next>**, and skip to **step 23**.



Network Storage

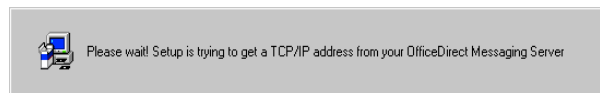
STORAGE SERVER INSTALLATION

16. This **Please Wait!** screen is **conditional**, only appearing if you selected the **Install on Storage Server** radio button.



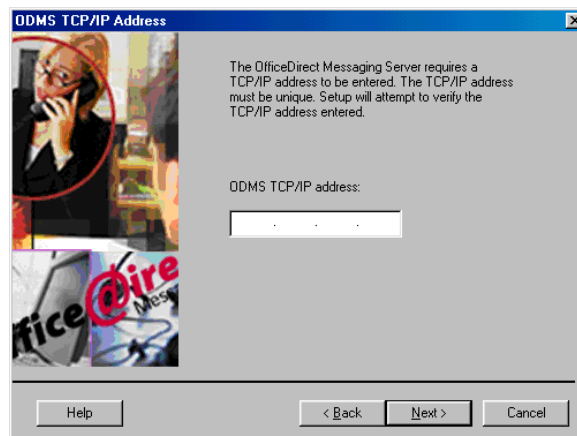
Please Wait

17. This **Please wait!** interim window appears while setup determines whether or not the Messaging Server has been assigned a TCP/IP address.



Please Wait

18. The **ODMS TCP/IP Address** requires you to enter a unique TCP/IP address for the Messaging Server. A static IP address is **recommended** for the Messaging Server to operate in POP3 mode, and **required** for the Messaging Server to operate in SMTP mode. Enter an IP address, then click **Next>**.

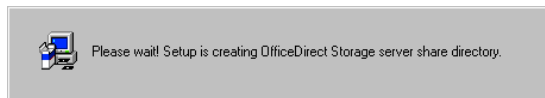


ODMS TCP/IP Address

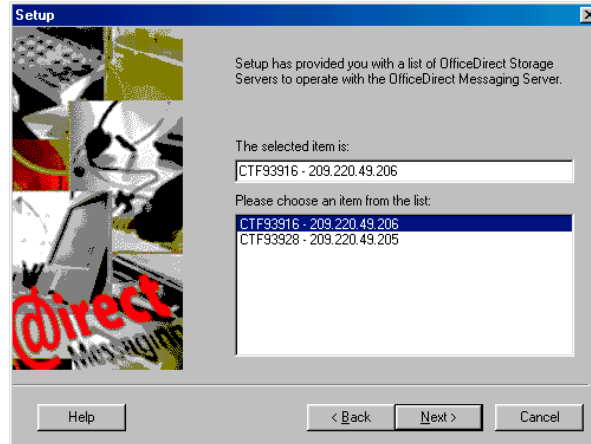
INSTALLING THE SOFTWARE

19. This **Please Wait!** screen appears while setup creates a Castelle directory (share) on the Storage Server. This new Castelle share will be created with the user name from your current Windows NT/98 session, and “castelle” as the the password.

If there is an existing Storage Server account with the same user name as the as your current Windows 98/NT session's, setup will assign a new password of “castelle” to the Storage Server account also.

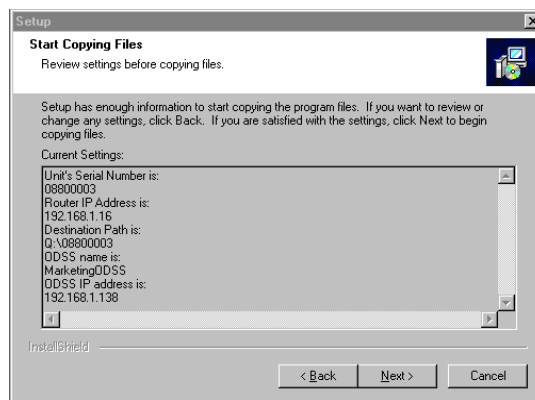


20. The **Storage Server List** window **only appears** if setup detects more than one OfficeDirect Storage Server active on your network. Please select the Storage Server you'd like to use for the Messaging Server installation, then click **Next>**.



Storage Server

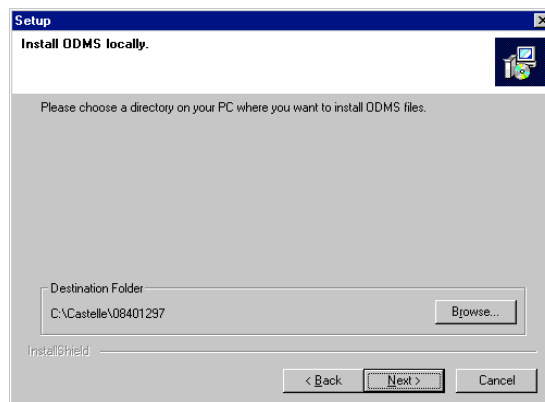
21. The **ODSS Settings Verification** window gives you an opportunity to review your settings prior to copying the program files. Please verify that the settings selected are correct, then click **Next >** to begin copying files. Setup will now copy the required files into the Storage Server's new Castle share. Once the files are copied, move to **step 28**.



ODSS Settings Verification

LOCAL MACHINE INSTALLATION

22. The **Destination Folder** screen identifies the installation location for your Messaging Server files. Click **Next >** to install to the specified folder, or **Browse** to change folders.

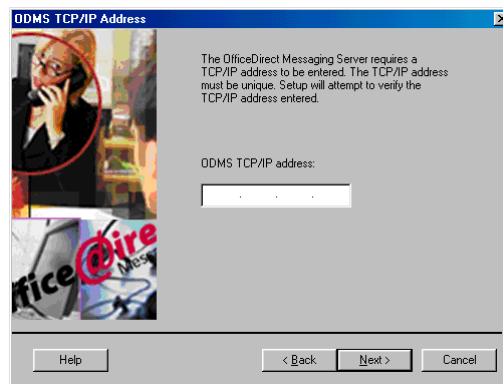


Destination Folder - Local Machine

23. This **Please wait!** interim window may appear momentarily.

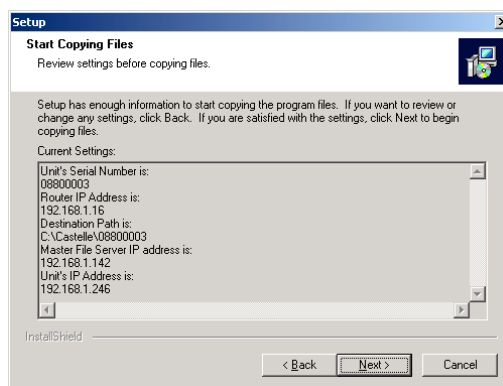


24. The **ODMS TCP/IP Address** requires you to enter a unique TCP/IP address for the Messaging Server. A static IP address is **recommended** for the Messaging Server to operate in POP3 mode, and **required** for the Messaging Server to operate in SMTP mode. Enter an IP address, then click **Next>**.



NEW ODMS TCP/IP Address

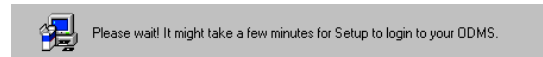
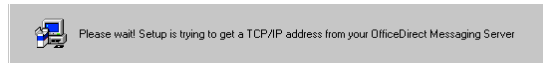
25. The **Settings Verification** window gives you an opportunity to review your settings prior to copying the program files. Verify the settings selected are correct, then click **Next >** to begin copying files, or **< Back** to change settings.



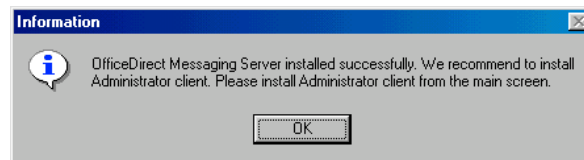
Settings Verification - Local Machine

MESSAGING SERVER USER'S GUIDE

26. These **Please wait!** interim windows appear after the files are copied, while setup reboots the Messaging Server and reconnects to begin the fax and email configuration outlined in the following **Mail Delivery Configuration** section.



27. If you selected **No ISP required** in step 5, this **conditional Information** window will appear, and the steps in the following **Mail Delivery Configuration** section **will not** be displayed automatically. Your Messaging Server's **Fax Line** and **Dialing Properties** will need to be manually configured from the ODMS Manager following the Administrative Client installation. See **Chapter 4, pages 64-68** for details.



MAIL DELIVERY CONFIGURATION

Setup will now guide you through configuring your Messaging Server's fax and email settings. These settings will depend primarily on the mail delivery method – POP or SMTP – you choose to use.

Before continuing with this section, make sure you have:

- selected a mail delivery method. (For help choosing a delivery method, refer to "Mail Delivery Options" on page 9.)
- prepared the **POP Setup Information Sheet** or the **SMTP Setup Information Sheet** with the required information.

POP Mode

To configure the Messaging Server to operate in **POP mode**, follow the steps outlined in **Configuring for POP Mail Delivery Mode**, pages 31 to 37.

SMTP Mode

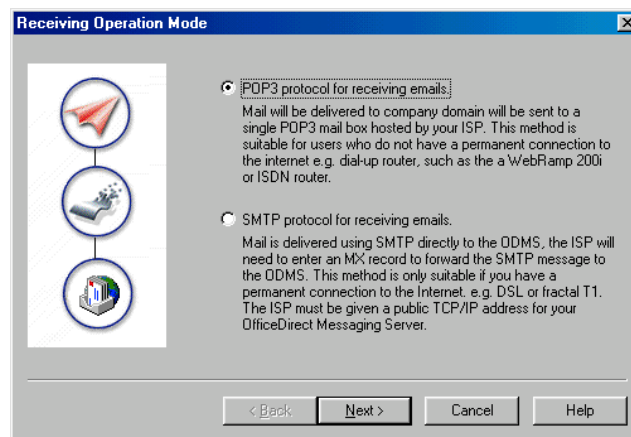
To configure the Messaging Server to operate in **SMTP mode**, follow the steps outlined in **Configuring for SMTP Mail Delivery Mode**, pages 37 to 42.

NOTE: You may switch the Messaging Server's mail delivery mode at any time by repeating the setup, or running serverconfigwizard.exe. The serverconfigwizard.exe file is included with the Administrative Client software. The default location is **Program Files>Castelle>ODMS>Administrative Tools**. You may reconfigure the Messaging Server's fax and email settings from the ODMS Manager, and asdministration utility included with the Administrative Client installation. See **Chapter 4, page 59**, for details.

CONFIGURING FOR POP MAIL DELIVERY MODE

Follow the steps in this section to configure your Messaging Server to operate in POP mail delivery mode. To configure your Messaging Server to operate in SMTP mail delivery mode, skip this section and refer to **Configuring for SMTP Mail Delivery Mode**.

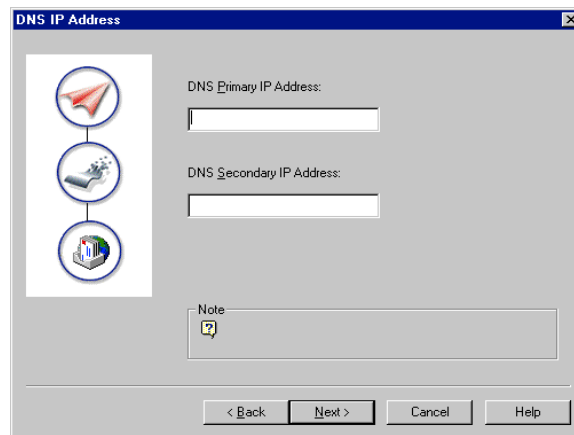
1. The **Receiving Operation Mode** window requires you to select **POP3 protocol for receiving email**, and click **Next>**.



Receiving Operation Mode

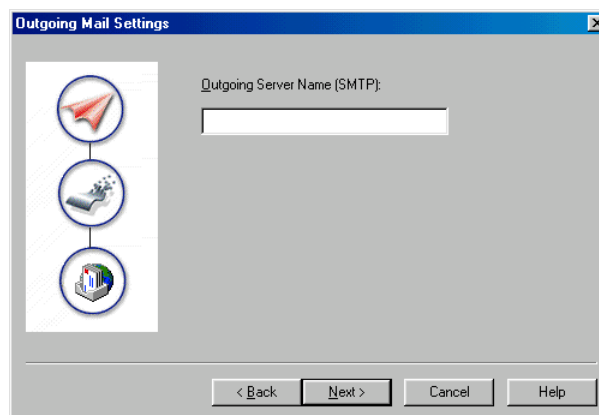
MESSAGING SERVER USER'S GUIDE

2. The **DNS IP Address** is a **conditional** window, only appearing if setup detects more than one set of DNS IP addresses. Enter your ISP's Primary and Secondary DNS IP addresses, then click **Next >**.

The screenshot shows a window titled "DNS IP Address" with a standard Windows XP-style title bar. On the left side, there is a vertical stack of three circular icons: a red paper airplane, a computer monitor with a gear, and a server rack. The main area of the window contains two text input fields. The first is labeled "DNS Primary IP Address:" and the second is labeled "DNS Secondary IP Address:". Below these fields is a "Note" section with a small yellow question mark icon and a text area. At the bottom of the window, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

DNS IP Address

3. The **Outgoing Mail Settings POP3** window requires the name or IP address of the server your company uses to send mail. Refer to your **POP3 Setup Information Sheet**, enter the name of your ISP's outgoing mail (SMTP) server, then click **Next>**.

The screenshot shows a window titled "Outgoing Mail Settings" with a standard Windows XP-style title bar. On the left side, there is a vertical stack of three circular icons: a red paper airplane, a computer monitor with a gear, and a server rack. The main area of the window contains a single text input field labeled "Outgoing Server Name (SMTP):". At the bottom of the window, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

Outgoing Mail Settings

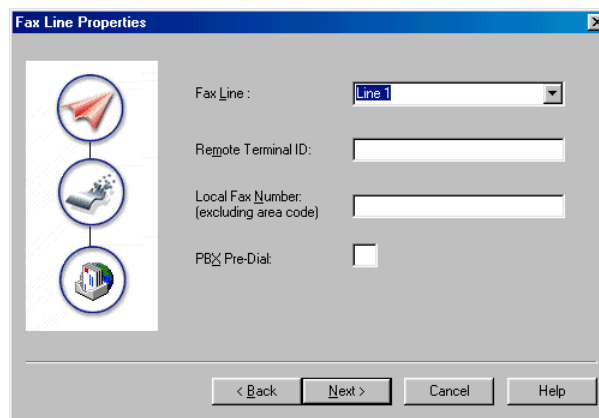
4. The **Receiving Mail Settings** window requires the name or IP address of your company's incoming mail (POP 3) server, and your catch-all mail account name and password. If necessary, contact your ISP to confirm the mail account name and password. Enter the required information, leave the polling interval set to the default 5 minute interval, and click **Next>**.

Receiving Mail Settings

5. The **Dialing Properties** window requires you to enter your county's area code. Enter the area code, select your country code from the pull down list, then click **Next >** to continue.

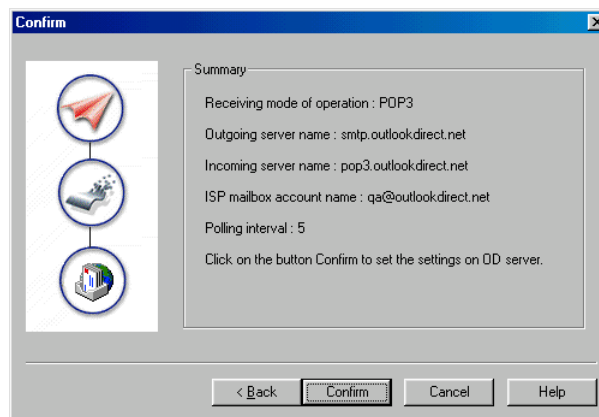
Dialing Properties

6. The **Fax Line Properties** window requires information used to send and receive faxes. Leave the **Fax Line** field set to Line 1. The **Remote Terminal ID** field identifies your company's faxes for recipients; enter your company's name. In the Local Fax Number field, enter your company's fax number. Fill in the PBX Pre-Dial field if you have to dial a number ("9") prior to making an outside call **from the Messaging Server's dedicated analog fax line**. The fax line may operate independently of the rest of your office's phone system.

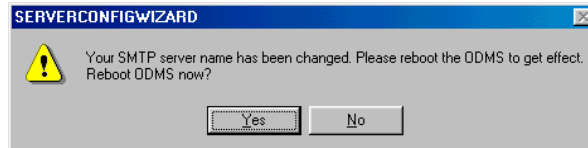


Fax Line Properties

7. The **Confirm** window summarizes the selected configuration settings. Click the **Confirm** button if the settings displayed are correct, or select **<Back** to modify settings.



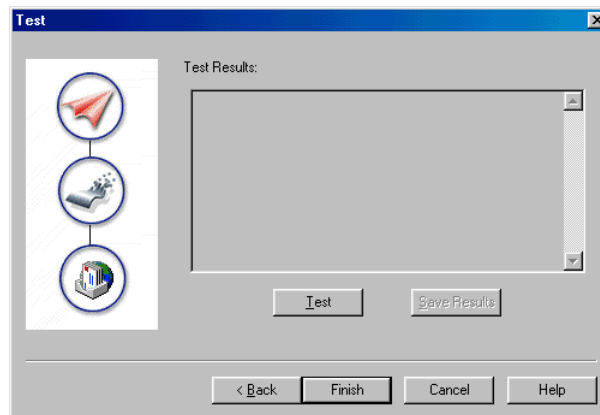
8. The **Serverconfigwizard** screen gives you the option of rebooting the Messaging Server. The Messaging Server must be rebooted for the new settings to take effect. Click **Yes** (recommended) to reboot the Messaging Server now, or **No** to reboot later.



9. If you select **Yes** in step 8, the Messaging Server will take a few minutes to reset itself now, saving the new settings. If you click **No**, you must remember to reboot the Messaging Server after completing the setup.

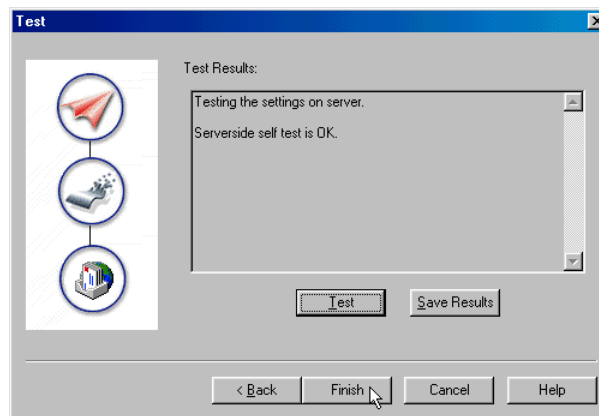


10. The first **Test** window allows you to test the functionality of the configuration settings. Click the **Test** button to run the self-test, an email from the Messaging Server to your ISP, and display the results.

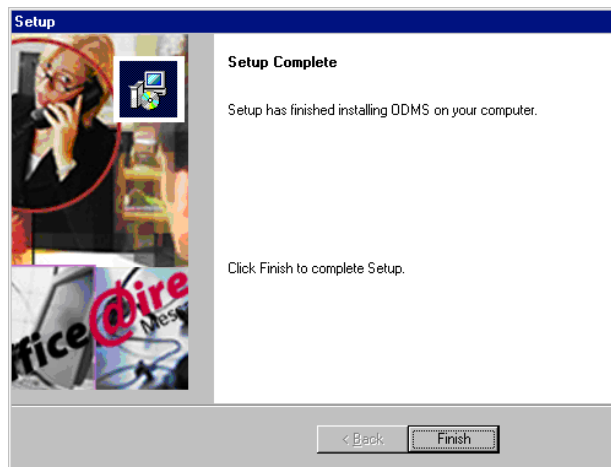


Test

11. The **Test Results** window allows you to confirm installation and configuration success. Click the **Save Results** button if you'd like to copy the test results to the Administrative Tools folder, or **<Back** to modify settings. Otherwise, click **Finish**.

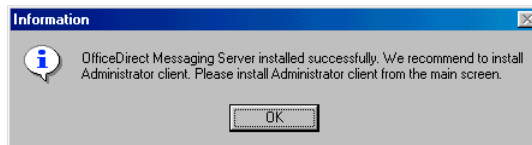


12. The **Setup Complete** screen confirms that the Messaging Server's system software is now installed. Click **Finish**.



13. This **Information** screen requires you to click **OK** to return to the main setup screen and continue with the Administrative Client installation. The **Administrative Client** software allows you to administer and configure the Messaging Server, and

must be installed on at least one network PC. To install the Administrative Client, follow the instructions in Chapter 3. You may also choose to exit setup and install the Administrative client on a different network PC.

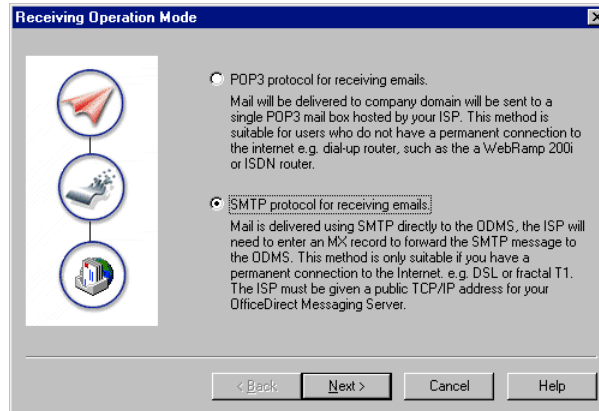


CONFIGURING FOR SMTP MAIL DELIVERY MODE

Follow the steps in this section to configure your Messaging Server to operate in SMTP mail delivery mode. (To configure your Messaging Server to operate in POP mail delivery mode, return to **Configuring for POP Mail Delivery Mode** on page 32.)

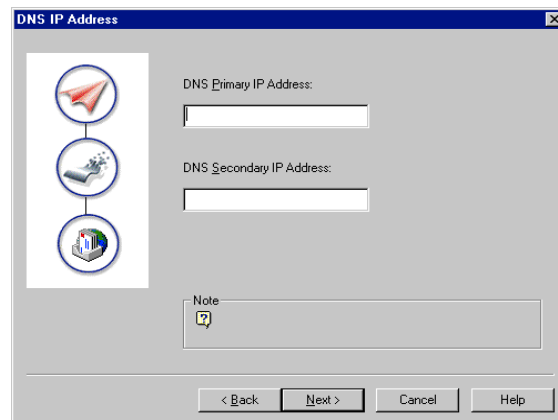
Before continuing, make sure your ISP has modified their MX record with your Messaging Server's TCP/IP address, if the Messaging Server is using a public IP address provided by your ISP, or your NAT enabled router's public IP address, if your Messaging Server is assigned a private IP address.

1. The **Receiving Operation Mode** window requires you to select **SMTP protocol for receiving email**. Click **Next>**.



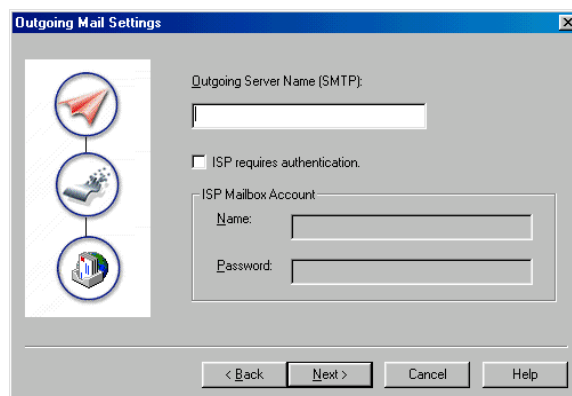
Receiving Operation Mode

2. The **DNS IP Address** is a **conditional** window, only appearing if setup detects more than one set of DNS IP addresses. Enter your ISP's Primary and Secondary DNS IP addresses, then click **Next >**.

The screenshot shows a window titled "DNS IP Address". On the left is a vertical sidebar with three circular icons: a red paper airplane, a laptop with a globe, and a server rack. The main area contains two text input fields: "DNS Primary IP Address:" and "DNS Secondary IP Address:". Below these is a "Note" section with a yellow speech bubble icon and a text area. At the bottom are four buttons: "< Back", "Next >", "Cancel", and "Help".

DNS IP Address

3. The **Outgoing Mail Settings** window requires the name or IP address of your company's outgoing mail (SMTP) server, and your mail account name and password. Contact your ISP to confirm the mail account name. Enter the required information, and click **Next>**.

The screenshot shows a window titled "Outgoing Mail Settings". It has the same sidebar as the previous window. The main area contains a text input field for "Outgoing Server Name (SMTP):". Below it is a checkbox labeled "ISP requires authentication.". Underneath is a group box titled "ISP Mailbox Account" containing two text input fields: "Name:" and "Password:". At the bottom are four buttons: "< Back", "Next >", "Cancel", and "Help".

Outgoing Mail Settings

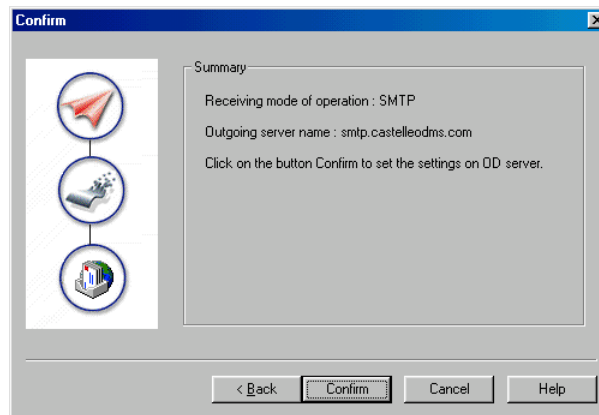
4. The **Dialing Properties** window requires you to enter your county's area code. Enter the area code, select your country code from the pull down list, then click **Next >** to continue.

Dialing Properties

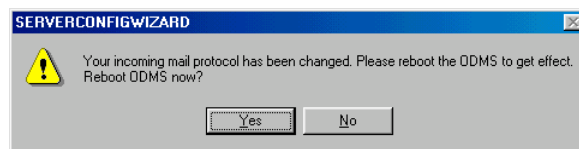
5. The **Fax Line Properties** window requires information used to send and receive faxes. Leave the **Fax Line** field set to Line 1. The **Remote Terminal ID** field identifies your company's faxes for recipients; enter your company's name. In the **Local Fax Number** field, enter your company's fax number. Fill in the **PBX Pre-Dial** field if you have to dial a number ("9") prior to making an outside call **from the Messaging Server's dedicated analog fax line**. The fax line may operate independently of the rest of your office's phone system.

Fax Line Properties

6. The SMTP **Confirm** window summarizes the selected configuration settings. Click the **Confirm** button if the settings displayed are correct, or select **<Back** to modify settings.



7. The **Serverconfigwizard** screen gives you the option of rebooting the Messaging Server. The Messaging Server must be rebooted for the new settings to take effect. Click **Yes** (recommended) to reboot the Messaging Server now, or **No** to reboot later.

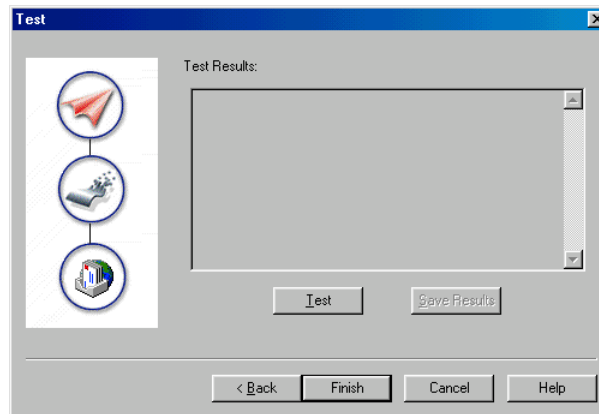


Serverconfigwizard

8. If you select **Yes** in step 7, the Messaging Server will take a few minutes to reset itself now, saving the new settings. If you click **No**, you must remember to reboot the Messaging Server after completing the setup.

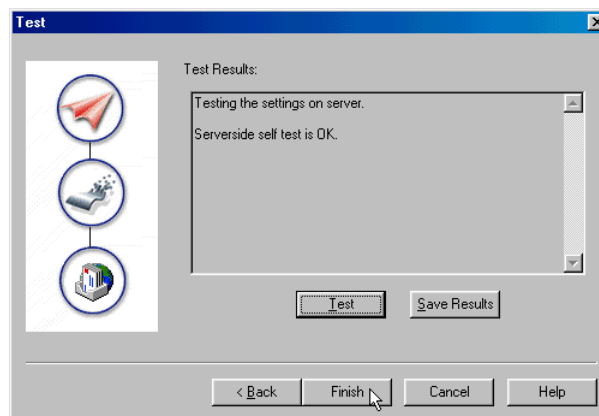


9. The first **Test** window allows you to test the functionality of the configuration settings. Click the **Test** button to run the self-test, an email from the Messaging Server to your ISP, and display the results.



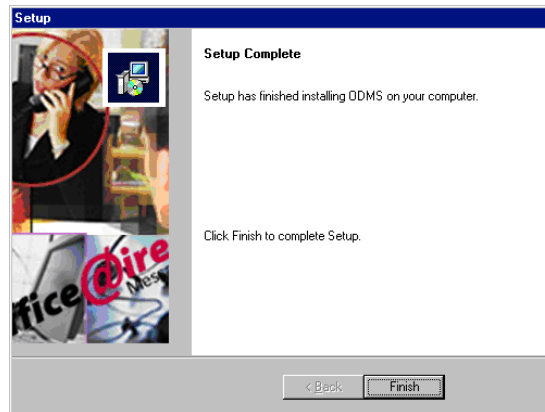
Test

10. The **Test Results** window allows you to confirm installation and configuration success. Click the **Save Results** button if you'd like to copy the test results to the Administrative Tools folder, or **<Back** to modify settings. Otherwise, click **Finish**.



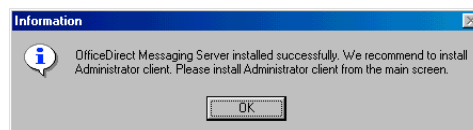
Test Results

11. The **Setup Complete** screen confirms that the Messaging Server's system software is now installed. Click **Finish**.



Setup Complete

12. This **Information** screen requires you to click **OK** to return to the main setup screen for the Administrative Client installation. The **Administrative Client** software allows you to administer and configure the Messaging Server, and **must be installed on at least one network PC**. To install the Administrative Client, follow the instructions in Chapter 3. You may also choose to exit setup and install the Administrative client on a different network PC.



Product Registration

Please take the time to register your OfficeDirect Messaging Server. Castle products must be registered for you to receive technical assistance.

Register the Messaging Server online by going to:

http://www.castelle.com/support/product_registration.htm

Setup Summary

Understand the setup in terms of its two distinct sections:

The first section, installing the ODMS server software, created a Castelle directory, or share, on the hard drive of the machine acting as the Messaging Server's file server. This directory includes storage space for the Messaging Server's fax and email messages, user database, and system files.

The second section, the Configuration Wizard, provided the settings required for the Messaging Server to function as a viable fax and email server.

MESSAGING SERVER USER'S GUIDE

Chapter

3

The Clients

Install OfficeDirect Messaging Server client software on network machines running:

- Windows 95/98/2000
- NT 4.x, server or workstation
- 2000 server or Professional Edition

Messaging Server client machines should have at least 100 MB of free hard disk space, a TCP/IP network card, 64 MB of RAM, and **must** have **Microsoft Outlook 97, 98 or 2000** installed and configured:

- as the default mail application. (From the **Start Menu**, select **Settings> Control Panel>Internet Options> Programs** tab. From the **Email** pulldown menu, select **Outlook**.)
- for **Corporate Workgroup** rather than Internet email use. (From your Outlook 2000 inbox, select **Tools>Options> Mail Services** tab, then click the **Reconfigure Mail Support** button and follow the prompts.)

NOTE: The Messaging Server is **not** designed for use with Outlook Express – **use with Microsoft Outlook only.**

ADMINISTRATIVE INSTALLATION

The Administrative client setup will install the OfficeDirect Messaging Server Program Group (**ODMS Configurator, ODMS Manager Help, ODMS Manager, ODMS UnInstall**) and create a User-privileged Messaging Server account and Outlook profile.

NOTE: Use the **ODMS Manager** to upgrade the new mailbox from User to Supervisor-privileged following installation. See Chapter 4 for details.

To begin:

1. Log on as **administrator** to any Windows-based machine.
2. Place the Castelle CD-ROM in the drive. The **OfficeDirect Messaging Server Setup** screen will launch automatically.



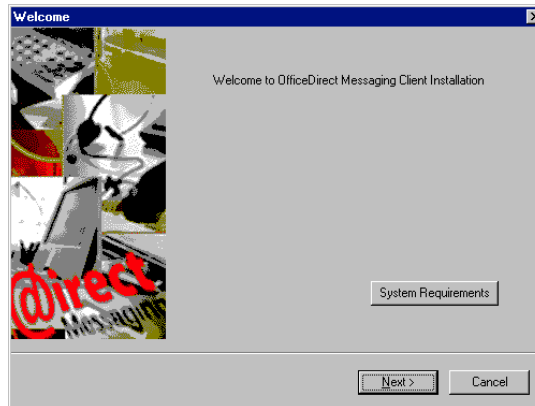
Castelle OfficeDirect Messaging Server Setup

3. Click the **Install ODMS Client** button. Setup will now launch the InstallShield® Wizard to guide you through the client installation.

NOTE: If Autorun is disabled on your machine, and setup does **not** launch automatically, click on the Windows **Start** menu, select **Run**, then type **CD-Drive-Letter:\AutoRun.exe** and click **OK**. If, for example, your computer's CD drive is drive D, you'd type **D:\AutoRun.exe**.

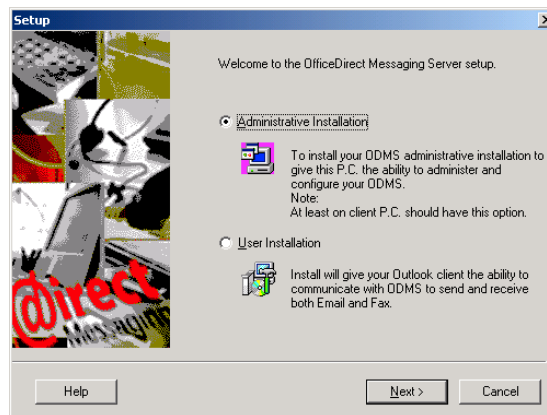
ADMINISTRATIVE INSTALLATION

4. The **Welcome** screen directs you to exit all Windows programs. Click **Next >** to continue, or **Cancel** to close open programs.



Welcome

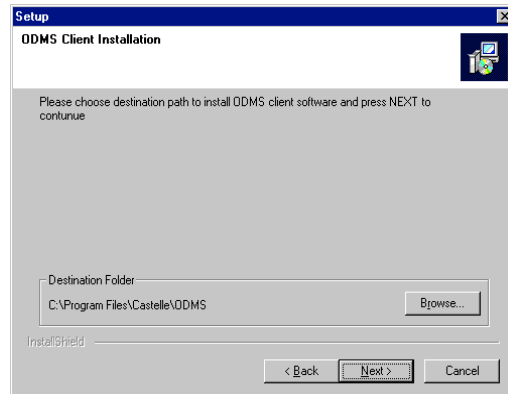
5. The **Installation Type** window gives you the choice of installing either the administrative or user client software. Select the **Administrative Installation** radio button, then click **Next >**.



Installation

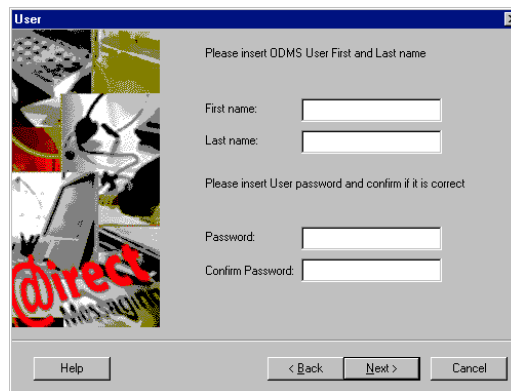
MESSAGING SERVER USER'S GUIDE

6. The **ODMS Client Installation** screen identifies the destination path for your ODMS files. Click **Next>** to install to the specified destination folder, or **Browse** to select a different folder.



ODMS Client Installation

7. The **User Information** window requires you to enter a first name, last name and password. This information will be used to generate an email address and password for the new User mailbox created during the Administrative client installation. The format of the email address will be **firstname.lastname@companydomainname.com**.

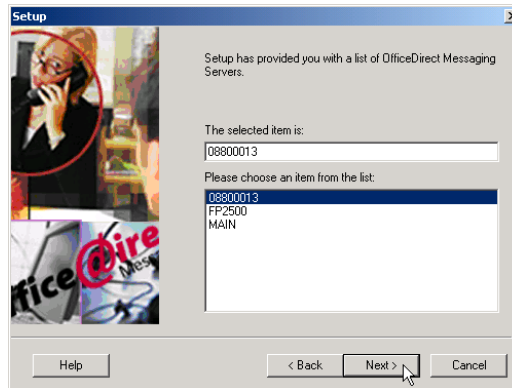


User Information

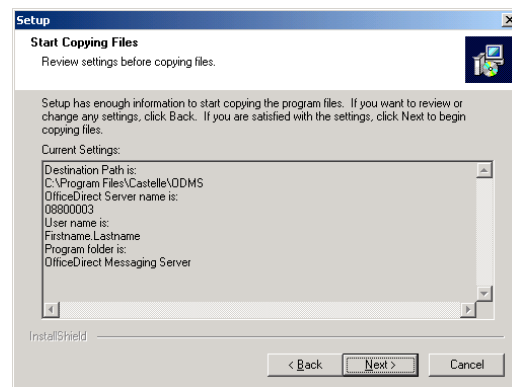
NOTE: If setup determines that the user information entered already exists, a **Warning** screen will appear, and the password will be reset. Click **OK**.

ADMINISTRATIVE INSTALLATION

8. This **Messaging Server List** window is **conditional**, appearing only if setup detects more than one Messaging Server on your network. Select the Messaging Server to use, then click **Next>**.

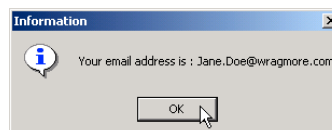


9. The **Settings Verification** window allows you to review your settings prior to copying the program files. Make sure the selected settings are correct, then click **Next >** to begin copying files, or **< Back** to change settings.

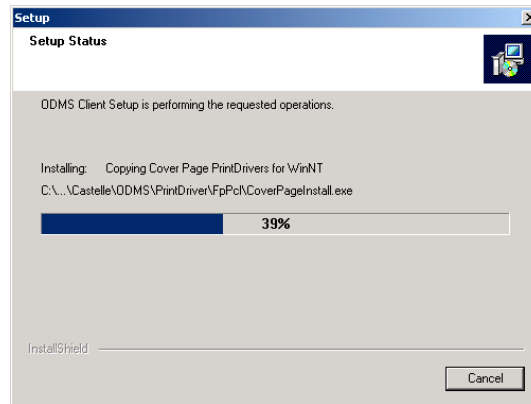


Settings Verification

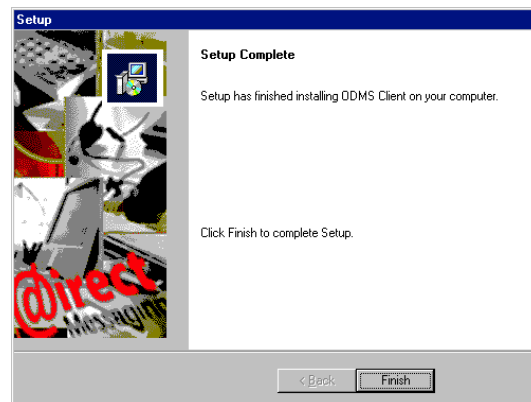
10. This **Information** screen appears, confirming the email address of the new User-privileged email account.



11. The **Setup Status** window displays the copied files.



12. The **Setup Complete** window confirms that installation is finished. Click **Finish** to confirm completion and exit setup.



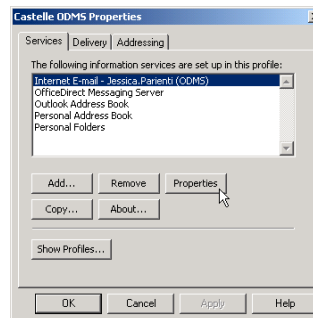
Setup Complete

NOTE: *Be sure to complete the next section, **Adding your Password to the Client Profile**, before logging in to your new Castelle ODMS Outlook profile.*

ADDING YOUR PASSWORD TO THE CLIENT PROFILE

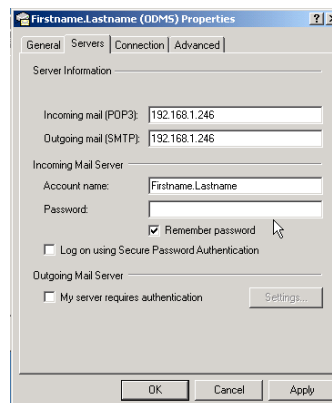
You will need to manually enable the email password of your new Castelle ODMs Internet E-mail account.

1. Select **Start>Settings>Control Panel** and double-click on the **Mail** control panel (or right-click on your **Microsoft Outlook** desktop icon and left-click on **Properties**) to bring up the **Castelle ODMs Properties** window.



Castelle ODMs Properties

2. With the **Services** tab selected, double-click on **Internet E-mail - FirstName.LastName (ODMS)** to bring up the email mail account's **ODMS Properties** window. Select the **Servers** tab, then type in the **same** password entered during the client installation. Click **OK**.



ODMS Properties

USER INSTALLATION

The User installation creates a User-privileged mail account. *Be sure to complete the **Adding your Password to the Client Profile** section before using your new **Castelle ODMS Outlook profile**.*

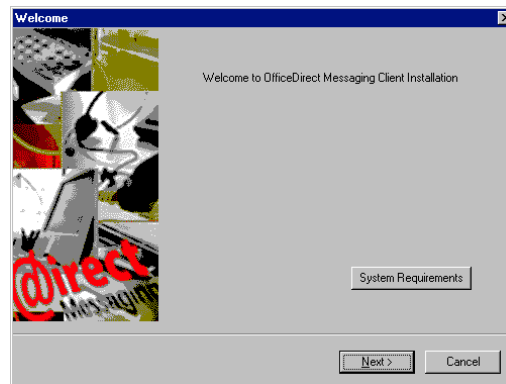
To begin:

1. Log on as **administrator** to a network machine.
2. Place the Castelle CD-ROM in the drive. The **Castelle OfficeDirect Messaging Server Setup** screen should launch automatically. Click the **Install ODMS Client** button.



Castelle OfficeDirect Messaging Server Setup

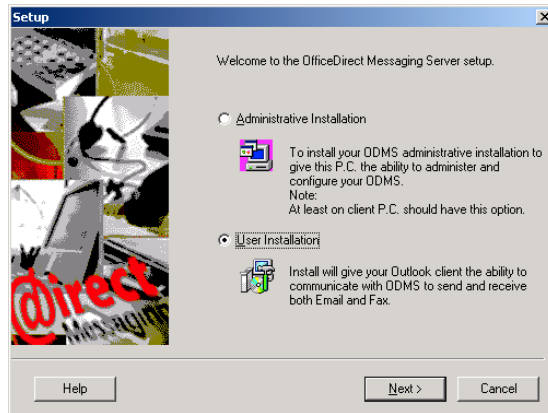
3. The **Welcome** screen directs you to exit all Windows programs. Click **Next >**, or **Cancel** to close open programs.



Welcome

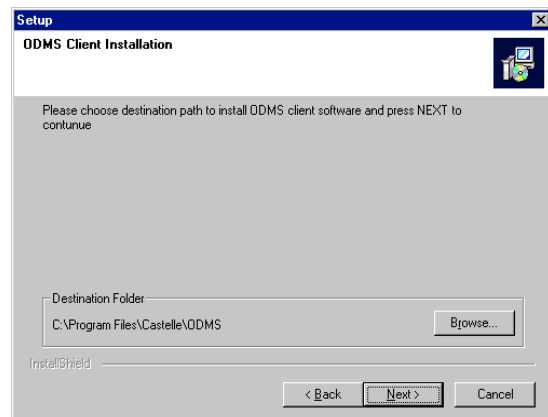
USER INSTALLATION

4. The **Installation Type** window gives you the choice of installing either the administrative or user client software. Select the **User Installation** radio button, then click **Next >**.



Installation Type

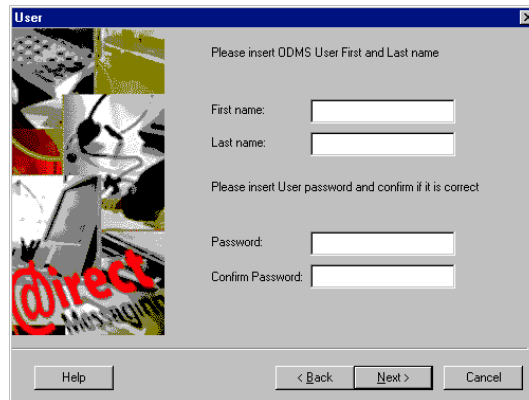
5. The **ODMS Client Installation** screen identifies the destination path for your ODMS files. Click **Next >** to install to the specified destination folder, or Browse to select a different folder.



ODMS Client Installation

MESSAGING SERVER USER'S GUIDE

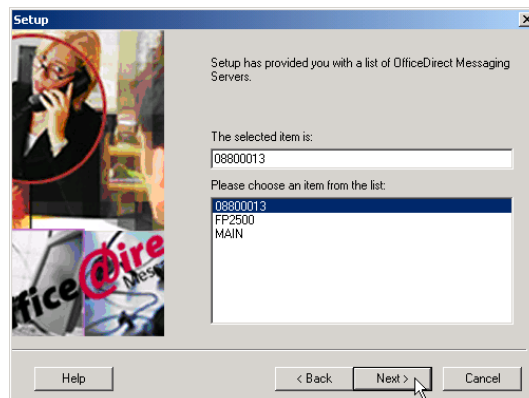
6. The **User Information** screen requires you to enter a first name, last name and password. This information will be used to generate an email address and password for the new User mailbox created during the Administrative client installation. The format of the email address will be **firstname.lastname@companydomainname.com**.



The 'User' dialog box is titled 'User' and contains a collage of images on the left, including a calculator, a person's face, and a '@direct' logo. The main area has two sections: 'Please insert ODMS User First and Last name' with 'First name:' and 'Last name:' text boxes, and 'Please insert User password and confirm if it is correct' with 'Password:' and 'Confirm Password:' text boxes. At the bottom are 'Help', '< Back', 'Next >', and 'Cancel' buttons.

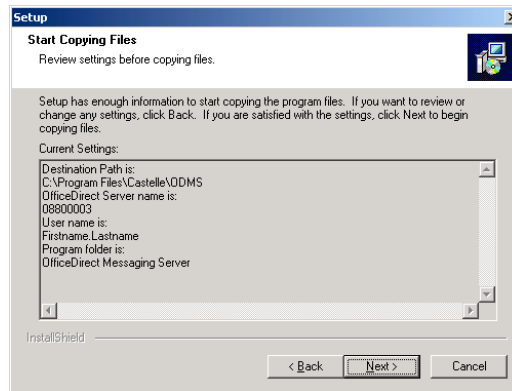
User Information

7. This **Messaging Server List** window is **conditional**, appearing only if setup detects more than one Messaging Server on your network. Select the Messaging Server to use, then click **Next>**.



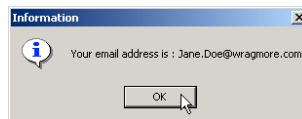
The 'Setup' dialog box is titled 'Setup' and contains a collage of images on the left, including a person on a phone and a '@direct' logo. The main area has two sections: 'Setup has provided you with a list of OfficeDirect Messaging Servers.' with a text box showing '08800013', and 'Please choose an item from the list:' with a list box containing '08800013', 'FP2500', and 'MAIN'. At the bottom are 'Help', '< Back', 'Next >', and 'Cancel' buttons. A mouse cursor is pointing at the 'Next >' button.

8. The **Settings Verification** window allows you to review your settings prior to copying the program files. Please confirm that the selected settings are correct, then click **Next >** to begin copying files, or **< Back** to change settings.

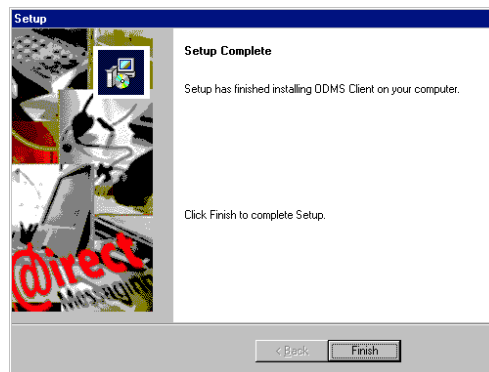


Settings Verification

9. This **Information** screen appears, confirming the email address of the new User-privileged email account.



10. The **Setup Complete** window confirms that installation is finished. Click **Finish** to confirm completion and exit setup.

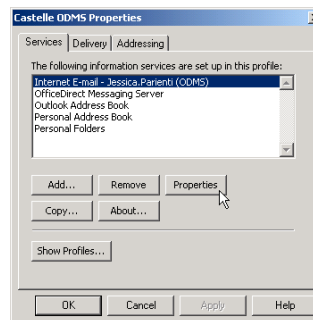


Setup Complete

ADDING YOUR PASSWORD TO THE CLIENT PROFILE

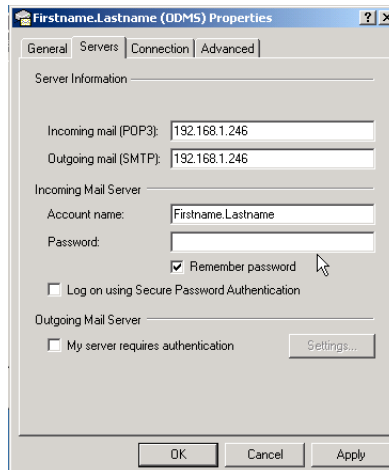
The password of your new **Castelle ODMS** Outlook profile account *must* be manually enabled before you first log in.

1. Select **Start>Settings>Control Panel** and double-click on the **Mail** control panel (or right-click on your **Microsoft Outlook** desktop icon and left-click on **Properties**) to bring up the **Castelle ODMS Properties** window.



Castelle ODMS Properties

2. With the **Services** tab selected, double-click on **Internet E-mail - FirstName.LastName (ODMS)** to bring up the **ODMS Properties** window. Select the **Servers** tab, then type in the **same** password entered during the client installation. Click **OK**.



ODMS Properties

CLIENT INSTALLATION SUMMARY

Installing the Messaging Server client:

- generates, on the **server** side, a new client account in the Messaging Server's user database.
- creates, on the **client** side, a new **Castelle ODMS** Outlook profile. This profile contains two new information services, **Internet Email** and **OfficeDirect Messaging Server Transport**. These services enable Outlook to communicate with the Messaging Server and, in doing so, allow you to use Outlook to send and receive email and fax messages via the Messaging Server.
- includes, if Administrative client, the **OfficeDirect Messaging Server Program Group**, a suite of administrative services.

MESSAGING SERVER USER'S GUIDE

Chapter

4

The Administrator

The OfficeDirect Messaging Server's administrative utilities may be accessed by any supervisor-privileged user, from any machine installed with the Administrative client software.

The Administrative client setup installs the **OfficeDirect Messaging Server Program Group**, which includes the **ODMS Configurator**, **ODMS Manager**, **ODMS Manager Help** and **ODMS Uninstall**.

Access the OfficeDirect Program Group utilities from your Windows Start Menu. Select **Start>Programs> OfficeDirect Messaging Server** to see the four administrative utilities that make up the Program Group.

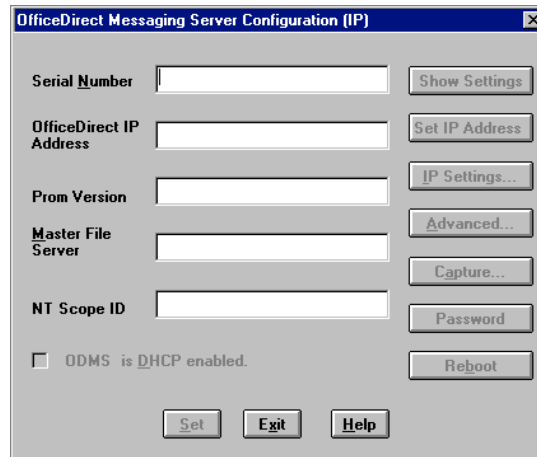
THE ODMS CONFIGURATOR

Use the ODMS Configurator to view and modify the Messaging Server's network IP settings, disable DHCP, and reset the Messaging Server Serial Number's user password for the Castelle share on the file server. You can also reboot the Messaging Server or even restore all settings to factory default.

To launch the configurator:

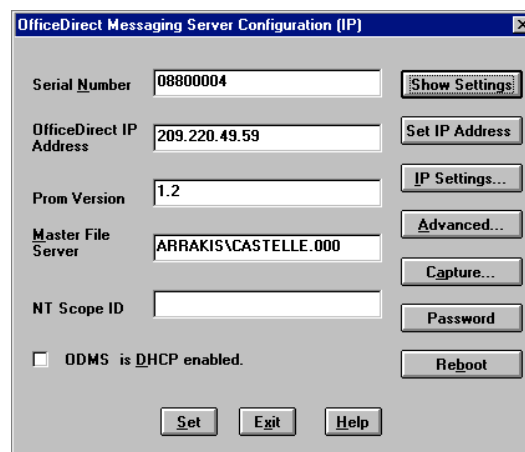
MESSAGING SERVER USER'S GUIDE

1. Log on to a machine with the Administrative client installed.
2. Select **Start>Programs>OfficeDirect>ODMS Configurator**.



ODMS Configurator

3. Enter your Messaging Server's serial number and click the **Show Settings** button to display your Messaging server's IP settings.



ODMS Configurator > Show Settings

THE ODMS MANAGER

The ODMS Manager provides access to all of the Messaging Server's administrative features.

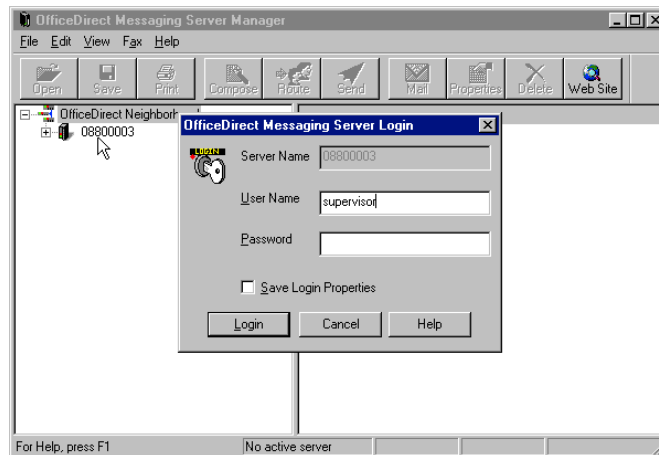
Use the ODMS manager to:

- modify the Messaging Server's fax and mail server settings.
- upgrade user accounts.
- route incoming faxes.
- view, sequence, hold, delete, save and print outgoing faxes.
- resend failed faxes.

LOGGING IN TO THE ODMS MANAGER

1. From the Windows **Start Menu**, select **Programs>OfficeDirect Messaging Server>ODMS Manager**.
2. Click on your Messaging Server's **serial number** to log in.
3. In the **ODMS Login** dialog box, enter the user name "supervisor," leave the password blank, and click the **Login** button. By default, the supervisor password is blank.

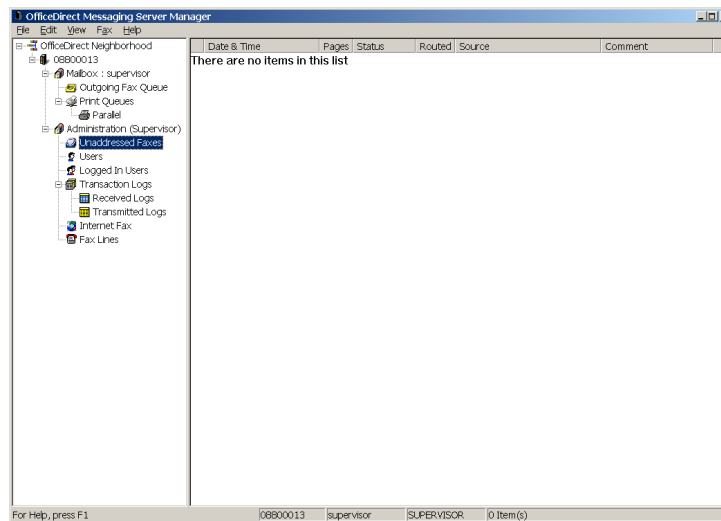
NOTE: All users assigned supervisor privileges may also use their Messaging Server Mailbox Name to log in to the ODMS Manager.



ODMS Login

MESSAGING SERVER USER'S GUIDE

4. Logging in as supervisor allows you access to all of the ODMS Manager's folders. Expand the **Serial Number**, **Mailbox**, and **Administration** and **Transaction Logs** branches to display all of the folders.



ODMS Manager

ODMS MANAGER DIRECTORIES

Select each directory to display contents. Right-click on the **Serial Number**, **Mailbox**, **Unaddressed**, **Users**, **Received Logs**, **Transmitted Logs** and **Internet Fax** folders to access properties and options.

OfficeDirect Neighborhood

Provides a list of Messaging Servers on the network.

Messaging Server (Serial Number)

Identifies the Messaging Server you're logged in to. Right-click on the Serial number and left click on Properties to display the Messaging Server Properties.

Mailbox:

Displays the name of the user currently logged in to the ODMS – "supervisor," in the above example.

ADMINISTRATION FOLDERS

Unaddressed Faxes

Lists the faxes in the Unaddressed Faxes mailbox. Users with supervisor, operator, or router privileges can access this mailbox and route its contents to the intended recipients. Unless you decide to implement some form of automatic routing, all incoming faxes will be displayed in this folder.

Users

Select this folder to display the Messaging Server's user list. Right-click on a user to add, upgrade, modify or delete an account. Create new Messaging Server user accounts by installing the Administrative or User client from the setup CD-ROM. **All Outlook profiles using the Messaging Server must have the information services provided by the ODMS client installation in order to function properly. See Adding Users before trying to add users manually.**

Logged In Users

Selecting this folder displays all users currently logged into your Messaging Server.

Transaction Logs

Allows you to view and manage the Messaging Server transaction log files. The two transaction logs, Transmitted and Received, contain information about all of the fax server's outbound and inbound faxes.

Every time you fax a document, Messaging Server generates a log entry that indicates who sent the fax, when it was sent, where it was sent, and other information about the fax. The same type of information is recorded for every fax received by the fax server. Only Supervisor-privileged users can view, edit or delete the transaction logs.

Fax Lines

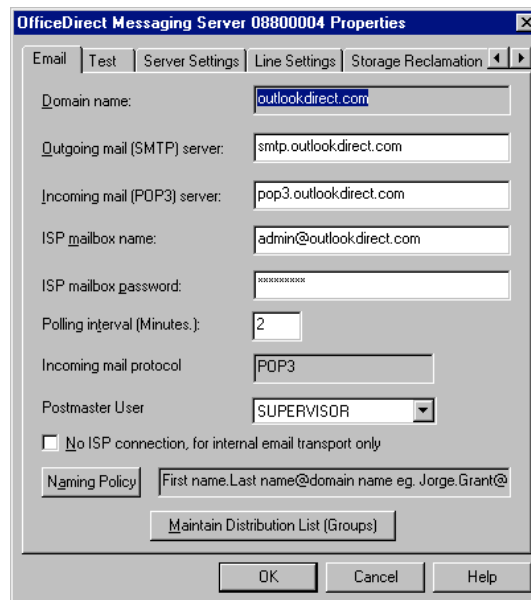
Select Fax Lines to bring up the Messaging Server's line (Line 1) into view. Right-click on Line 1 and left click on Properties to modify fax line settings. Fax line settings can also be modified from the Line Settings dialog box in the Messaging Server Properties.

MESSAGING SERVER PROPERTIES

The Messaging Server properties allow you to access and configure your Messaging Server's email and fax server settings, fax line settings, storage reclamation, dialing properties, and more. Much of this information was entered during setup. Refer, if necessary, to the **Mail Delivery Configuration** section, page 31, in **Chapter 2** for configuration help.

You may also switch the Messaging Server's mail delivery mode or reconfigure the fax and email settings by repeating the setup, or running serverconfigwizard.exe. This utility is included with the Administrative Client software; the default location is **Program Files>Castelle> ODMS>Administrative Tools**.

1. Log in to the **ODMS Manager**
2. Right click on the **serial number**; left click on **Properties** to display the **OfficeDirect Messaging Server Properties** collection of dialog boxes.



The **Email** tab allows you to modify settings initially entered during setup's **Mail Delivery Configuration** section, page 30.

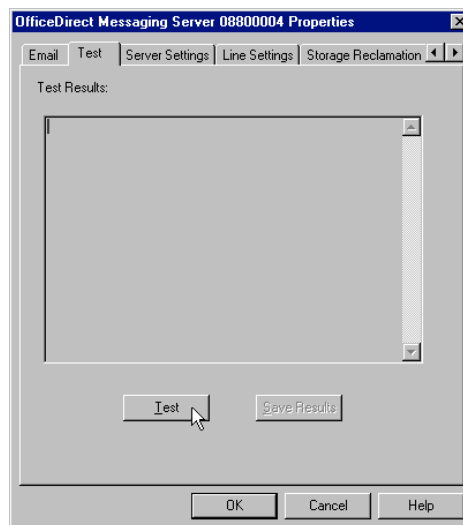
Additionally, use the:

Postmaster User pulldown menu to designate a recipient for all incoming faxes not addressed to a specific Messaging Server user. The default postmaster user is supervisor; all supervisor-privileged Messaging Server users will, however, be displayed in the pulldown list.

Naming Policy button to customize the email address format of your Messaging Server users.

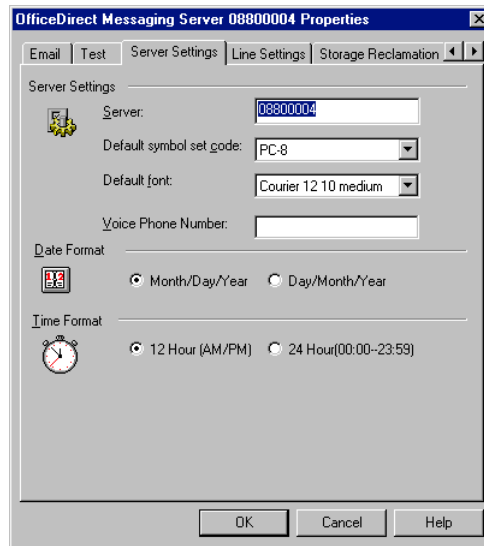
Maintain Distribution List (Groups) button to create email lists, or groups, within the list of Messaging Server users.

3. The **Test** tab tests email functionality. If the Messaging Server is set to operate in:
 - **SMTP mode**, a test email is sent from the Messaging Server to your ISP. If the ISP's MX record is correct, the email should be directed back to the Messaging Server, with successful Test Results.
 - **POP mode**, a test email is sent from the Messaging Server to your ISP's POP3 server. The Messaging Server then "pops," or polls, the ISP's POP3 server to retrieve the test email and any other email sitting on the server.



MESSAGING SERVER USER'S GUIDE

4. Select the **Server Settings** tab.



Use the **Server Settings** dialog box features as follows:

Server: rename the Messaging Server.

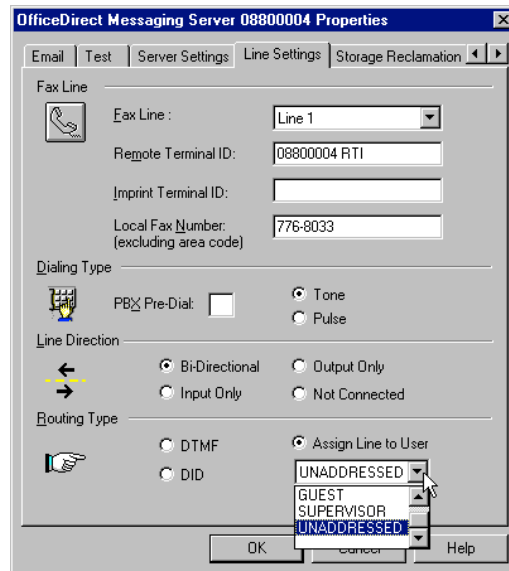
Default symbol set code: select the code you want the Messaging Server's Cover Page Editor to use for European symbols on your cover pages. Use the pulldown menu to select either **PC-8** or **PC-850**. To determine the right code to use, type **chcp** at a DOS prompt. If the result is:

- **Code page 437**, set the symbol code to **PC-8**, the standard setting for US Windows PCs.
- **Code page 850**, set the symbol code to **PC-850**, the European PC standard. **Also try the PC-850 setting for results other than the Code page 437 and 850 results.** Not all European characters can be represented on a US Windows PC. All characters and fonts may, however, be used in **fixed** cover page information. The symbol set codes apply only to the cover page's **dynamically substituted** information (substitution variables), i.e. the destination name and company, comments, text, etc.

Default font: select the font you want the Messaging Server to use for non-symbol cover page characters.

Voice Phone Number: enter number to appear on cover pages where the user's personal default return voice number is not used, enter the number in the edit box.

5. The **Line Settings** dialog box allows you to configure the Messaging Server's fax line settings.



Understand the **Fax Line** settings as follows:

Remote Terminal ID: entering a name or number here enables the Messaging Server to identify itself during the negotiation phase of a fax transmission.

Imprint Terminal ID: your company name or other identifier entered here appears in the header at the top of each successful fax transmission,

Local Fax Phone Number: modify your Messaging Server's analog fax line number here.

Dialing Type select the type supported by the dedicated analog phone line connected to the Messaging Server:

PBX Pre-Dial: enter the prefix your PBX system requires for accessing an outside phone line **only if the Messaging Server's fax line is part of your PBX system.** (PBX requires users to dial a digit ("9") to access a line outside the office phone system.)

Pulse supports phones with rotary dials.

Tone supports push button and newer dialing systems. Refer to your phone company representative if you need assistance determining the type of dial system your phone lines support.

The **Line Direction** section, displays the fax line's direction of communication.

Bi-Directional the line handles incoming and outgoing faxes.

Input Only the line handles incoming faxes only.

Output Only the line handles outgoing faxes only.

Not Connected if you do not want the line to handle incoming or outgoing faxes.

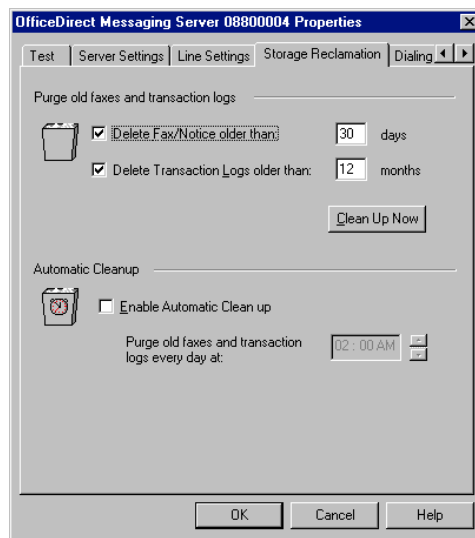
Routing Type: determines the method the Messaging Server uses to distribute inbound faxes. Investing in DID and DTMF automatic routing systems will place incoming faxes directly into the intended recipients' mailboxes. See Chapter 4 for routing option details.

Assigned Line To User, the default value, automatically places incoming faxes, by default, into the ODMS Manager's **Unaddressed Faxes** mailbox. Any router or supervisor-privileged user can route faxes from this mailbox to the intended recipients. Use the pulldown menu to route incoming faxes to a mailbox other than Unaddressed. If Unaddressed is not selected, however, only the selected mailbox user will be able to route faxes—incoming faxes will no longer appear in the Unaddressed queue.

DID (Direct Inward Dial) fax routing enables Messaging Server users to have their own individual fax numbers. DID requires a DID trunk line ordered from your telephone company and a DID interface module.

DTMF (Dual Tone Multi-Frequency) allows the fax *sender* to manually route faxes directly to Messaging Server user inboxes. DTMF numbers must be first be assigned to each user, and the sender must have a manual fax machine with a touch tone phone or keypad and a speaker or headset. The sender must run through an interactive sequence that involves listening carefully to the Messaging Server 's fax squeals, pressing the * button, then finally entering the recipients DTMF mailbox ID.

6. The **Storage Reclamation** dialog box lets you delete outdated faxes, notices and transaction logs. Reclaim space immediately using the **Clean Up Now** button, or configure the Messaging Server to purge the database files daily with **Automatic Cleanup**. **If there is insufficient disk space on the machine acting as master file server, the Messaging Server will suspend operations.** Periodically purge the stored files to guarantee sufficient disk space.



Purge old faxes and Transaction Logs

Delete Fax/Notice older than shows the number of days faxes and notices will be retained before being deleted.

Delete Transaction Logs older than displays the number of months transaction logs are retained before being deleted.

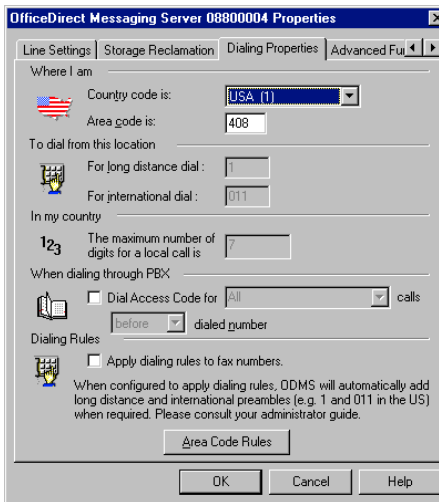
Remove Obsolete Mailboxes does not apply to the Messaging Server. See to remove accounts.

Clean Up Now deletes transaction logs and displays the **Manual Storage Reclamation** dialog box.

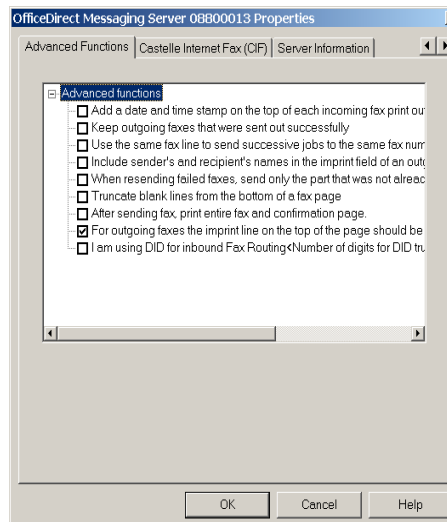
Automatic Cleanup lets you enable the Messaging Server to automatically purge faxes, notices, or transaction logs.

MESSAGING SERVER USER'S GUIDE

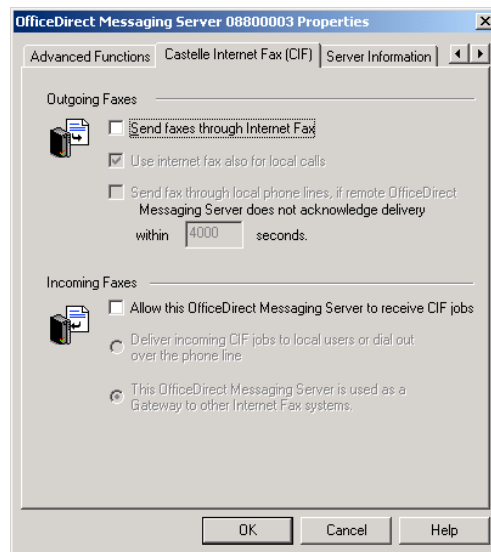
7. The **Dialing Properties** dialog box displays settings entered during setup (page 23). **Make sure the Apply Dialing Rules to Fax Numbers** box is **checked** to enable automatic dialing of long distance and international calls.



8. The **Advanced** functions tab displays the enabled and disabled advanced functions. Check the function you'd like to enable.



9. The **Castelle Internet Fax** dialog box can be configured to enable your Messaging Server to send faxes via the Internet, instead of by phone line, **provided the receiving device is another CIF enabled and routing table-configured OfficeDirect Messaging Server or FaxPress, or a CIF service provider.**



NOTE: CIF can significantly reduce the cost of long distance and international faxing. Even if the destination is a traditional fax machine, the originating CIF-enabled Messaging Server will find the closest Messaging Server, FaxPress, or service to the final destination; only the last, local “leg” is sent via telephone lines.

To configure CIF:

Outgoing Faxes:

- check **Send faxes through the Internet Fax.**

You can also choose to enable:

- **Use internet fax also for local calls** (without a long distance prefix).
- **Send fax through local phone line.** . . . to automatically re-route failed CIF faxes through standard phone lines.

Incoming Faxes:

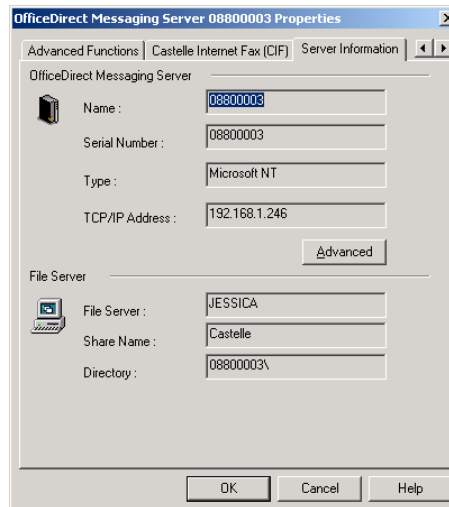
MESSAGING SERVER USER'S GUIDE

- check **Allow this ODMS to receive internet faxes**.

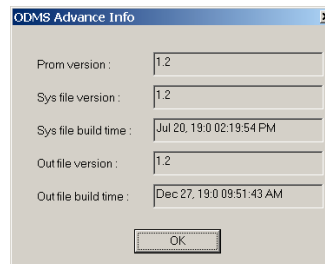
You can now click the radio buttons to specify delivery locations:

- Deliver directly to local users (this is the most common usage), or
- Use as Gateway to other Internet Fax systems and service providers.

10. The **Server Information** dialog box displays Messaging Server and file server settings.

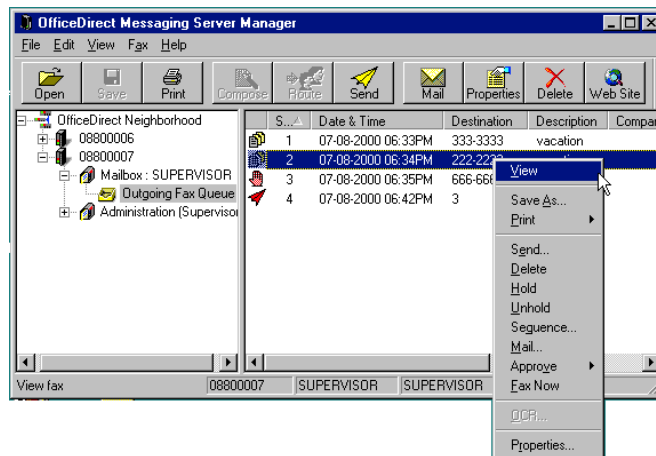


Click the Server Information window's **Advanced** button to view the Messaging Server's software version.



OUTGOING FAX QUEUE

The Outgoing Fax Queue is the electronic equivalent of a stack of faxes in the 'in' hopper of a standard fax machine. The Messaging Server sends the faxes in the order received by the clients, then sends notices informing the client senders of the transmission successes and failures. Use your keyboard's **F5** key or **View>Refresh** to refresh the list.



To access your administrative options for queued faxes:

1. Expand the **Serial Number** and **Mailbox:** branches.
2. Right-click on a fax from the outgoing queue.
3. Left-click on an administrative option.

The options are used as follows:

View displays the cover page and fax body contents.

Save As lets you save the selected fax to a .dcx or .tif file.

Print lets you choose between the ODMS parallel port or locally attached printer. The ODMS parallel port printer generates one copy per print job.

Send may be used to resend a failed fax.

Delete removes the fax from the outgoing queue. If a fax is deleted right before it is about to be sent, however, a success notice will still be returned.

Hold suspends the fax in the outgoing queue until unhold is

applied

Unhold returns a held fax to the queue

Sequence lets you resequence the transmission order.

Mail opens Outlook; also can be used to open failed faxes.

Approve not an active Messaging Server feature

Fax Now overrides the **Time to Send** setting (if enabled; by default, it isn't) in the ODMS Transport Properties' Outgoing Faxes dialog box.

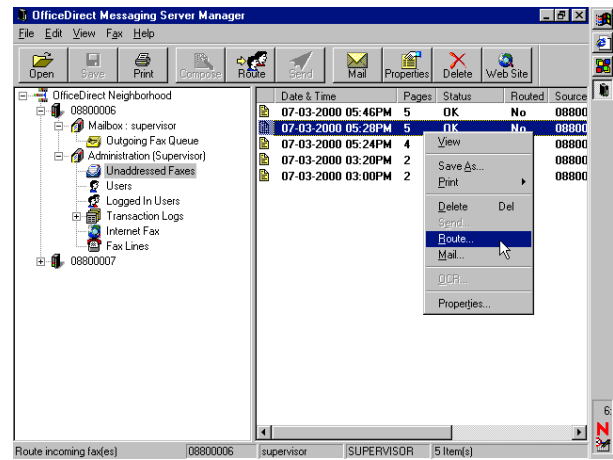
Properties view the fax's status, destination phone number and company, schedule, source, number of attempts, retry limit, requested resolution, fax and failure descriptions.

UNADDRESSED AND INCOMING FAXES

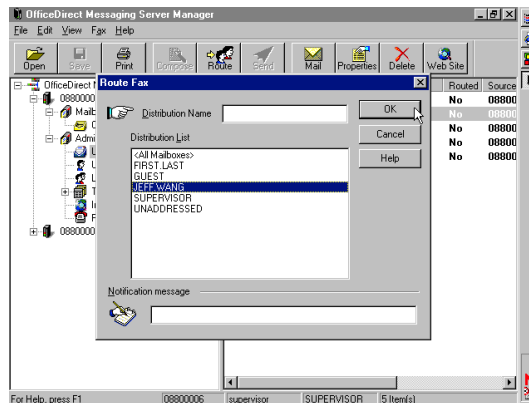
The Messaging Server routes all incoming faxes, by default, into the Unaddressed Faxes mailbox. Unless you invest in automatic routing equipment, inbound faxes must be manually routed by Router, Operator, or Supervisor-privileged users in order to arrive in recipients' inboxes.

Manual Routing

1. From the **ODMS Manager** select **Unaddressed Faxes** to bring up the unaddressed fax list on the right. Right-click on an incoming fax, then left-click on **Route**.



2. In the **Route Fax** window select a recipient from the **Distribution List**. If you can't see the entire list, type the first letter of the recipient's first name in the Distribution Name field to bring the name into view.



Automatic Routing

Automatic routing may require special equipment, service subscription, and/or sender intervention.

DID (Direct Inward Dial) fax routing enables Messaging Server users to have their own individual fax numbers. With DID routing, inbound faxes are routed directly to each Messaging Server user's mailbox, without manual intervention.

DID requires a DID trunk line ordered from your telephone company and a DID interface module.

DTMF (Dual Tone Multi-Frequency) allows the fax *sender* to manually route faxes directly to Messaging Server user inboxes. DTMF numbers must first be assigned to each user, and the sender must have a manual fax machine with a touch tone phone or keypad and a speaker or headset. The sender must run through an interactive sequence that involves listening carefully to the Messaging Server's fax squeals, pressing the * button, then finally entering the recipient's DTMF mailbox ID.

USERS

Adding Users

Add new users by running the Administrative or User client installation from the Setup CD-ROM as described in Chapter 3.

Adding users manually to a machine lacking the client software will not install the services required for Outlook to function as a Messaging Server fax client. All Outlook profiles using the Messaging Server **must have the information services provided by the ODMS client installation** in order to use the Messaging Server's fax features.

Sharing Client PCs – Adding Users Manually

If users will be sharing client machines and **more than one Castelle ODMS Outlook profile is needed on one PC**, users may be added manually.

Manually creating a new Messaging Server user **in addition to the primary one** generated by the Administrative or User client installation, requires you to:

1. on the **server** side, add the new user to the Messaging Server's user database.
2. on the **client** side, create and configure a new Castelle ODMS Outlook profile.

After confirming that the **primary** Castelle ODMS Outlook profile sends and receives fax and email messages successfully, follow these steps to manually add a new user.

To add a new user to the Messaging Server's database:

1. Log in as Supervisor to the **ODMS Manager**, expand the **Administration** branch, right-click on **Users**, then left click on **Add User. . .**
2. An **Add User** dialog box with the **User Account** tab selected will appear. Enter the new user's information. The email address will be generated automatically from the First Name and Last Name entries.

NOTE: Email addresses are generated according to the Naming Policy in the Messaging Server properties. To change the policy from the default **Firstname.Lastname@domain.com**, see page 60.

3. Select the **Printer Configuration** tab and enter the user's printer settings. (For help with the Printer Configuration settings, see page 75.)
4. Click **OK** to exit the **User Properties** window, then close the **ODMS Manager**.
5. A password must now be assigned to the new user's account. Log in to the ODMS Manager using the new user's **Mailbox Name**. To log in, right-click on the Messaging Server's serial number in the ODMS Manager window, select **Login As. . .**, and enter the first part of the new user's email address (**Mailbox Name**) in the **User Name** field of the **ODMS Login** screen. Leave the password blank. Click the **Login** button.
6. After you're logged in with the new user name, right-click on **Mailbox: (User's Mailbox Name)** and left click on **Properties** to bring up the **User Properties** window.
7. Click the **Set Password** button in the lower right corner to bring up the **Change Password** window.
8. In the **Change Password** window, leave the **Old Password** field blank, enter the user's password in the **New Password** and **Confirm Password** fields, and click **OK**. The server side of the new account setup is now complete.

To set up the new Castelle ODMS profile in Outlook:

1. Open the **Mail Control Panel**. (**Start>Settings>Control Panel>Mail**.) The **Castelle ODMS Properties** window will appear with the **Services** tab selected.
2. Click the **Show Profiles** button to open the **Mail** window.
3. With the **General** tab selected, click the **Add. . .** button.
4. The **Microsoft Outlook Setup Wizard** appears with the **Use the following information services** selected. Check the box beside **Internet E-mail**, and click **Next>**.
5. Type a name for your additional Castelle ODMS Outlook profile. Click **Next>**.
6. Click the **Setup Mail Account** button to bring up the **Mail Account Properties** window. With the **General** tab selected, enter the user's Messaging Server account information **exactly** as defined in the **User Properties**. (For help re-accessing User Properties, see **Upgrading User Privileges** page 74.)
7. Select the **Servers** tab. Enter the Messaging Server's **IP address** in both the **Incoming** and **Outgoing mail** fields. Enter

the user's **Mailbox Name** and **password** in the **Account name** and **Password** fields. Leave the **Log on using Secure Password Authentication** and **My server requires authentication** fields unchecked. Click **OK**.

8. Click **Next>** through the remaining fields, then **Finish** to exit the Microsoft Outlook Setup Wizard.
9. Exiting the Wizard will return you to the **Mail** window with the General tab selected and your new, additional Castelle ODMS Outlook profile highlighted. Click **Properties**.
10. From the **Properties** window, click **Add. . .**
11. In the **Add Service to Profile** window, select **OfficeDirect Messaging Server**, then click **OK**.
12. The **ODMS Transport Properties** window will appear with the **ODMS Login** tab selected. Select your Messaging Server's serial number from the **Server** pulldown menu, enter the user's **Mailbox Name** and **password** in the **User Name** and **Password** fields, then click **Verify Login** to confirm the **Transport** can successfully log in to the Messaging Server. (Refer to **ODMS Fax Transport Properties**, pages 79-83, for additional information regarding transport settings.)
13. The **Login Success!** message verifies that your new Messaging Server account and Castelle ODMS Outlook profile are ready to use.

Privilege Levels

Privilege levels determine the users' access to faxes and Messaging Server functions. **All accounts** generated by the Administrative and User client installations **will initially be assigned User privileges**; upgrade privileges manually.

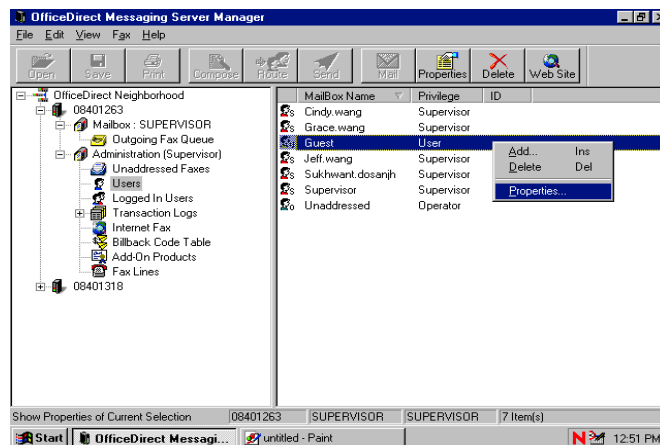
User	Can send, list, hold, view, print, save, discard or cancel personal faxes (faxes sent by or routed to the user.) Users can create and edit their personal phone directories, and also submit, list, re-sequence, and cancel their own print jobs.
Router	Has User privileges plus the ability to view the first page of any fax on the Unaddressed incoming faxes list, route faxes to other users (but not themselves), and delete faxes from the Unaddressed incoming faxes list.

Operator	Has Router privileges plus the ability to view, route, list, re-sequence, and delete all fax or print jobs.
Supervisor	Has Operator privileges plus the ability to upgrade, delete, or edit user accounts, set default settings and print transaction logs.

Upgrading User Privileges

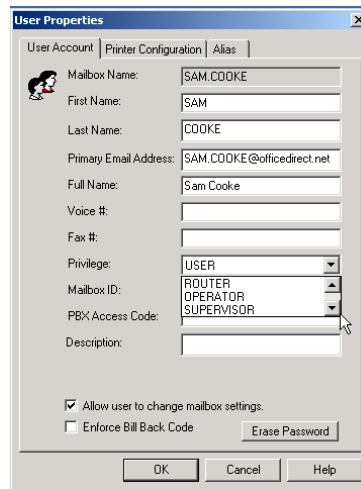
One User-privileged Messaging Server account is generated per Administrative or User client installation. To use the **ODMS Manager** to upgrade user privileges or modify account information following a client installation, follow these steps:

1. Log in as supervisor to the **OfficeDirect Messaging Server Manager**.
2. Click on **Users**. The list of current user accounts appears in the right panel.
3. To modify an existing user account, right-click on the user and select **Properties**.

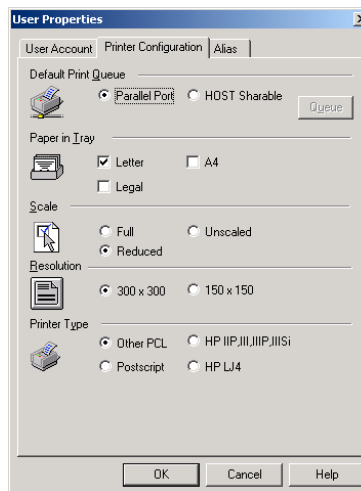


MESSAGING SERVER USER'S GUIDE

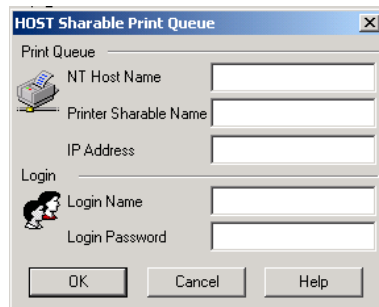
4. Use the **User Properties' Privilege** pulldown menu to upgrade privileges from the User default privilege to Router, Operator, or Supervisor.



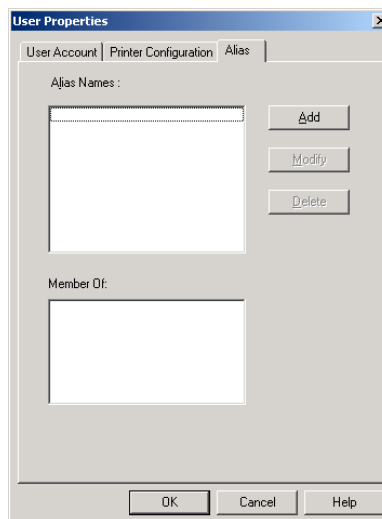
5. Use the **Printer Configuration** dialog box to configure the user's print options. In the **Default Print Queue** section, select the **Parallel Port** radio button only if there is a printer connected to the Messaging Server's parallel port. Or, select the **HOST Shareable** radio button, and click **Queue**.



6. The **Host Shareable Print Queue** dialog box lets you configure your account to use a shared network printer. Enter your printer's information and click **OK**.



7. The **Alias** dialog box allows you to enable users to receive email addressed to email addresses other than their primary one. "Sales" or "Marketing" are examples of possible alias email addresses. The lists, or groups, the Alias Names belong to, if any will be displayed in the Member Of: field. Click the **Add** button to create aliases.

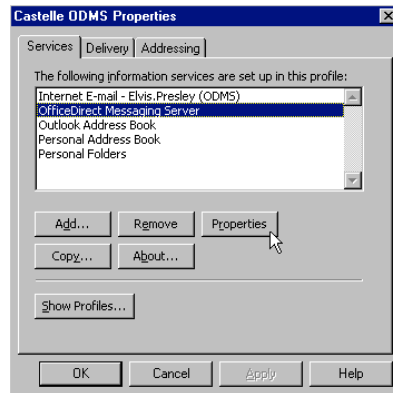


ODMS FAX TRANSPORT PROPERTIES

Once a User account has been assigned Supervisor privileges, the Transport Properties available include Administrative features not found in the Transport Properties of User-privileged accounts. **The Administration tab is available only to accounts with Supervisor privileges.**

To access your account's Transport Properties:

1. Log into your Supervisor-privileged Castelle ODMS Outlook profile.
2. Allow 30 seconds after your inbox appears for the transport to log in to the Messaging Server, which will then verify your supervisor privileges, and add the Administration tab to the Transport Properties. Then, select **Tools > Office Direct Messaging Server Tools**.

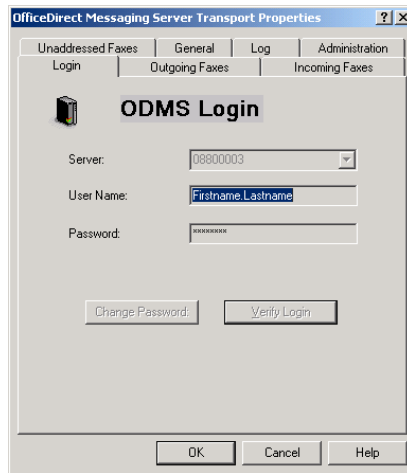


NOTE: You can also access the Transport Properties by right-clicking on the **Outlook** desktop icon and left-clicking on **Properties** to bring up the **Castelle ODMS Properties** window, or by opening your **Mail** control panel. The **Administration** tab in your ODMS Transport Properties **will not appear**, however, **unless** your **Castelle ODMS Outlook profile is open** at the same time.

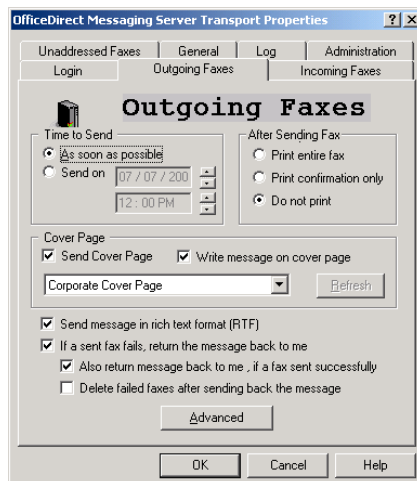
3. The **ODMS Transport Properties** dialog box with the **ODMS Login** tab selected will appear. The Login provides the parameters the transport needs to log in to the user's account on the Messaging Server. Login is automatic and occurs when

ODMS FAX TRANSPORT PROPERTIES

you open the Castle ODMS Outlook profile. If the transport seems unable to login to the Messaging Server when you open your inbox, use the **Verify Login** button to confirm that server and client are communicating.

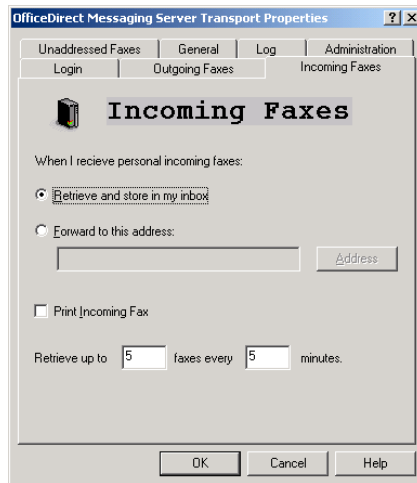


4. The **Outgoing Faxes** window lets you set the time faxes are sent, select the cover page to accompany the fax, configure the handling of failed faxes, and set some transmission parameters. Modify the default settings: **RTF** enabled will disable **Write message on cover page**.

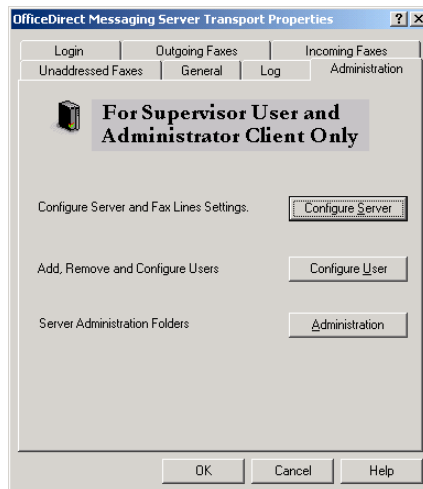


MESSAGING SERVER USER'S GUIDE

5. The **Incoming Faxes** window allows you to configure settings to store, forward, and print incoming faxes. The transport polls the Messaging Server periodically for new personal incoming faxes routed to the user.

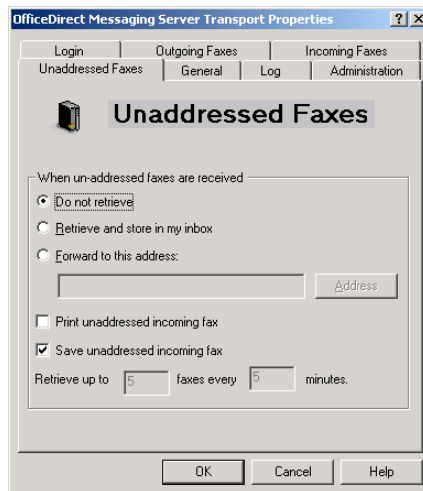


6. The **Administration** tab provides another way to access the administrative utilities found in the **ODMS Manager**.

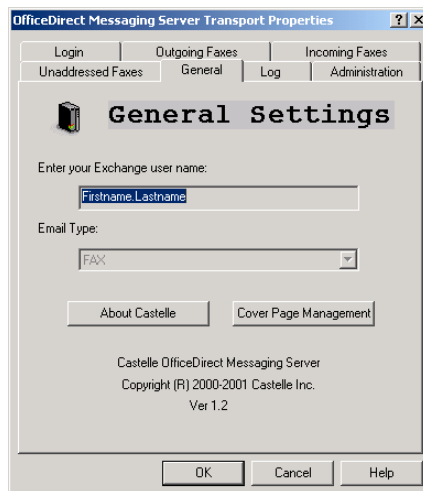


ODMS FAX TRANSPORT PROPERTIES

7. The **Unaddressed Faxes** tab allows you to determine how incoming faxes, unaddressed, will be handled. These settings can only be modified by Supervisor-privileged users.



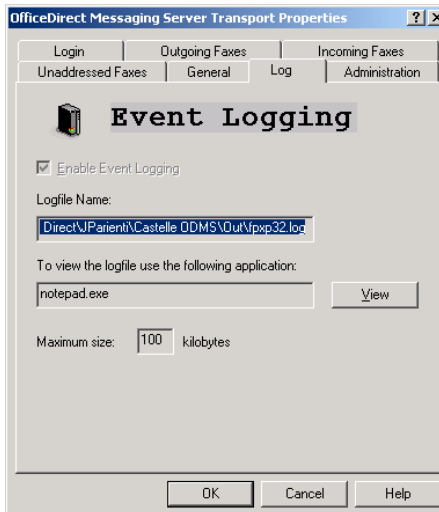
8. The **General Settings** tab provides access to the **Castelle Cover Page Editor** through the **Cover Page Management** button.



9. The **Event Logging** dialog box lets you monitor the transport's fax transactions – outgoing and incoming faxes and error

MESSAGING SERVER USER'S GUIDE

messages. Notepad is the default viewing application. Click **View** to display the log file.



THE MESSAGING SERVER ADDRESS BOOK

SYNCHRONIZING

Every time a new user is added, a new Messaging Server Address Book for that user is also created.

The new address book is current, and includes all of the users on the Messaging Server.

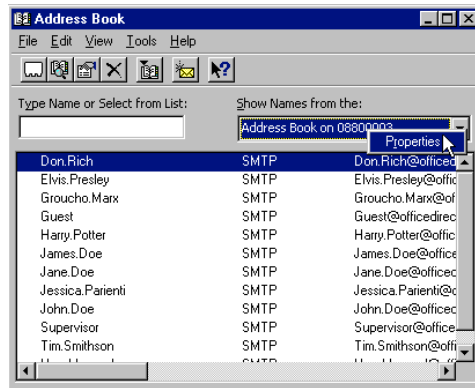
The users added **prior** to the most recent user, however, must **manually** update their address books to reflect the addition of the most recent new user.

To synchronize the Messaging Server address book:

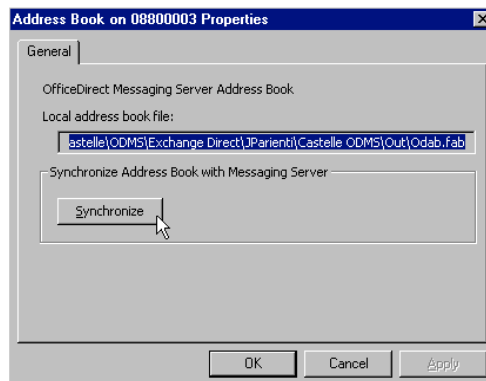
1. Open your Castelle ODMS Outlook profile.
2. From your Inbox, select **Tools>Address Book**.

THE MESSAGING SERVER ADDRESS BOOK

3. Right click on **Address Book on ODMS** to bring up the **Messaging Server's Address Book Properties** window.



4. Click the **Synchronize** button, then **OK** to update your Messaging Server Address Book.



COVER PAGES

Use the Castelle Cover Page Editor to make custom cover pages for your fax messages.

Custom cover pages may be generated by:

- creating **new cover page templates**, explained here.
- modifying **existing templates**, as explained in Chapter 5.

OPENING THE CASTELLE COVER PAGE EDITOR

Open the Castelle Cover Page Editor from the:

- **ODMS Manager**, by selecting **Fax>Compose Cover Page**.
- **ODMS Transport Properties**, by selecting the **General** tab, then clicking the **Cover Page Management** button. (To access the Transport Properties from your Castelle ODMS Outlook inbox, select **Tools>OfficeDirect Messaging Server Tools**.)

CREATING NEW COVER PAGE TEMPLATES

The Cover Page Editor opens to a blank, 8 1/2" x 11" **base page** with grid lines to help you place the template elements.

Remove the grid lines, if you like, by opening the **View** pull-down menu and unchecking **Grid Lines**.

On your base page, leave a 1/4" for top, bottom, and left page borders and a 1/2" for the right page border.

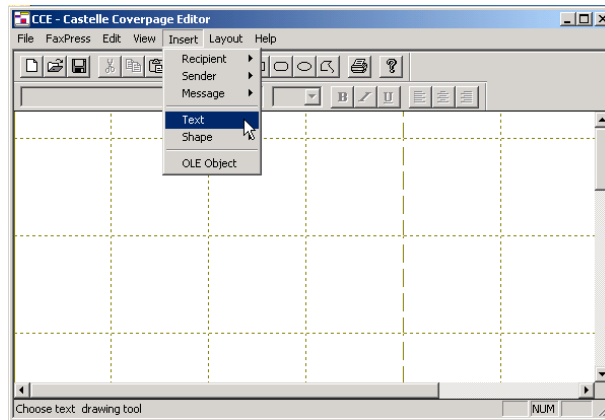
Permanent Text and Substitution Variables

A complete cover page template will probably include both:

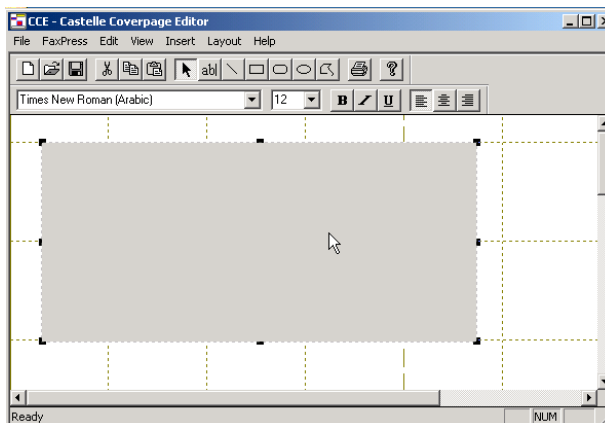
- **permanent text** – unchanging information, e.g. your company's name, address, phone etc, and
- **substitution variables** – which allow changing information, (e.g. the recipient's and individual sender's name, phone, fax, etc) to be incorporated into the cover page at the time a fax message is sent. The **recipient variable** information is drawn from the phone book or manual entry used to address the fax message. The **sender variable** information is drawn from the Messaging Server's Users database.

To add permanent text to your cover page:

1. From the **Insert** pull-down menu, select the **Text** option.

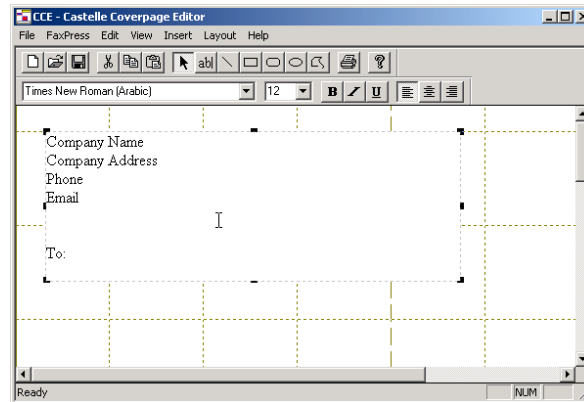


2. A large plus sign will appear, allowing you to draw the text boxes for your permanent text. Hold down the left mouse button and drag the mouse to the right and down to create a text box. Position the box by single-clicking inside and dragging it.



MESSAGING SERVER USER'S GUIDE

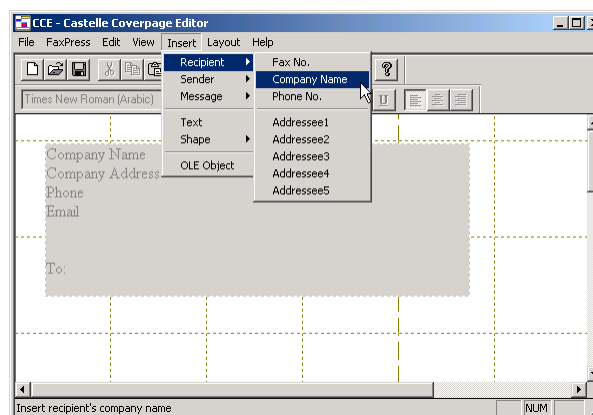
3. Double-click inside the box. Your cursor will change from an arrow to an insertion point symbol. Click again, and your text insertion point will be at the upper left hand corner of the text box. Enter company and/or personal information you'd like to appear on your cover page.



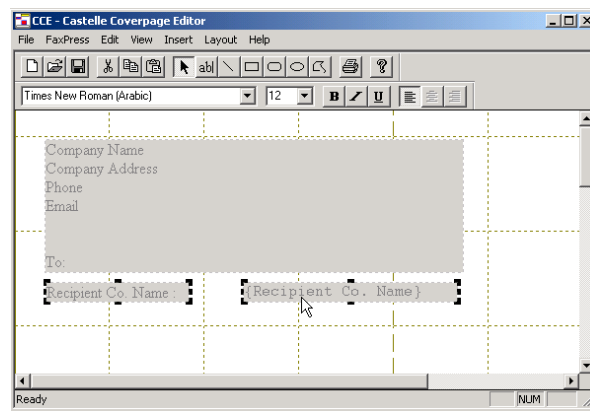
NOTE: Change the font, font size and other font characteristics by selecting text and using the **Format** bar. If you don't see the Format bar, enable it in the **View** menu.

To add substitution variables to your master page:

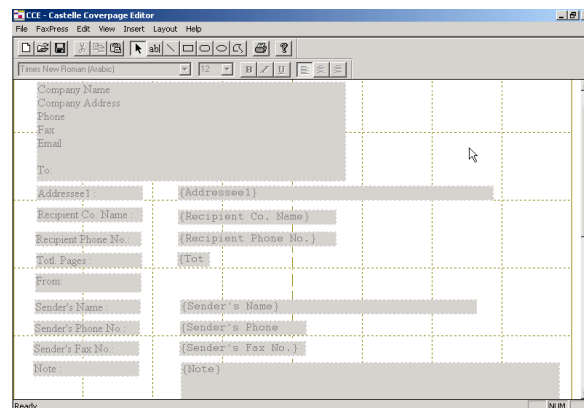
1. From the **Insert** pull-down menu, select **Recipient**, then **Company**.



2. Position the **two new recipient variable boxes** by selecting and dragging them. Initially, both boxes will be selected. Subsequently, position the variable boxes by selecting each individually or, by control-clicking, both. The variable box without brackets is the **label box**, and can be treated as any other text box; double-click in it to edit the text. The variable box with brackets is the **value box**, will contain the substitution value, and cannot be edited.



3. Using the **Insert** menu, add **sender** and **message variable** information until you arrive at a serviceable cover page. Your cover page must now be set and selected in order to be used with your fax messages. Please refer to **Chapter 5 – Cover Pages** (pages 94-99) for instructions.



MESSAGING SERVER USER'S GUIDE

Chapter

5

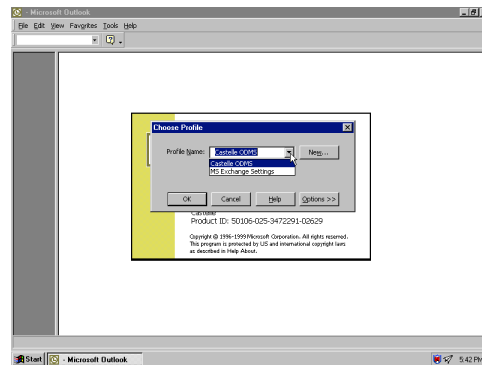
The Users

YOUR NEW OUTLOOK PROFILE

Installing the Messaging Server User Client automatically generates a new **Castelle ODMS** Outlook profile.

LOGGING IN AND LOGGING OUT

1. Open **Outlook** by double-clicking the desktop icon.
2. Select **Castelle ODMS** in the **Choose Profile** window. Click **OK**.

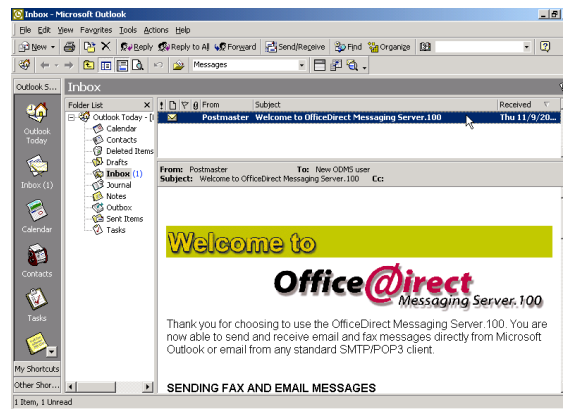


Choose Profile

MESSAGING SERVER USER'S GUIDE

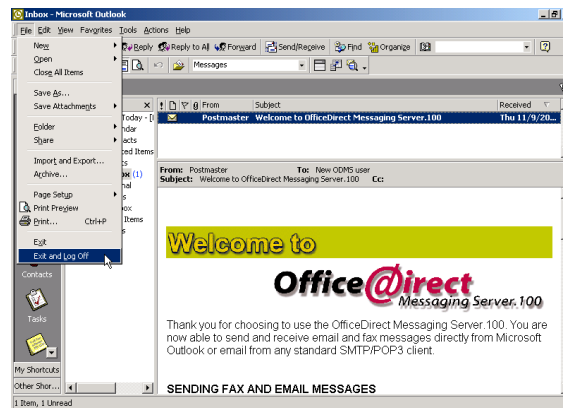
NOTE: By default, the Messaging Server Client installation enables the **Choose Profile** option. To disable the **Choose Profile** option, open your inbox and select **Tools>Options> Mail Services Tab**, then the **Always log on with this profile** radio button.

3. The Castle ODMS profile **Inbox** initially displays a Welcome to OfficeDirect Messaging Server .100 information email.



Inbox

4. Log out by using **File>Exit and Log Out**, to enable the **Choose Profile** option the next time you log on during the same Windows session.

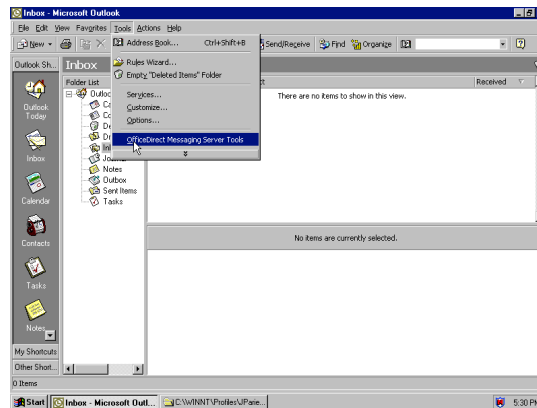


File>Exit and Logoff

ODMS FAX TRANSPORT PROPERTIES

Use the **OfficeDirect Messaging Server Transport Properties** to access and customize your fax preferences:

1. From your **Castelle ODMS Outlook inbox**, select **Tools > OfficeDirect Messaging Server Tools**.



ODMS Tools

2. The **ODMS Transport Properties** with the **ODMS Login** tab selected will appear. Refer to **Chapter 4 – ODMS Fax Transport Properties** (pages 63-67) for more information.



ADDRESS BOOKS

The Messaging Server Address Book, Personal Address Book and the Contacts list are the address books most suited for use with your Castelle ODMS Outlook profile. Use the:

- **Address Book on the Messaging Server** to send messages internally to other Messaging Server users on the LAN.
- **Personal Address Book** and **Contacts** list to send messages outside of your LAN.

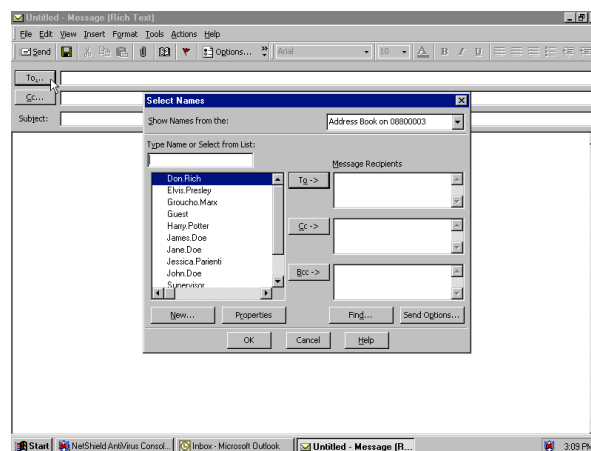
THE ADDRESS BOOK ON THE MESSAGING SERVER

The Messaging Server Address Book is held on the server, and provides a list of all the accounts on the Messaging Server. Only users with supervisor privileges can modify Messaging Server Address Book entries. Use this address book for sending internal office email to other Messaging Server users.

The **Messaging Server Address Book** will appear in the format **Address Book on (Messaging Server serial number)**.

To bring up the Messaging Server Address Book:

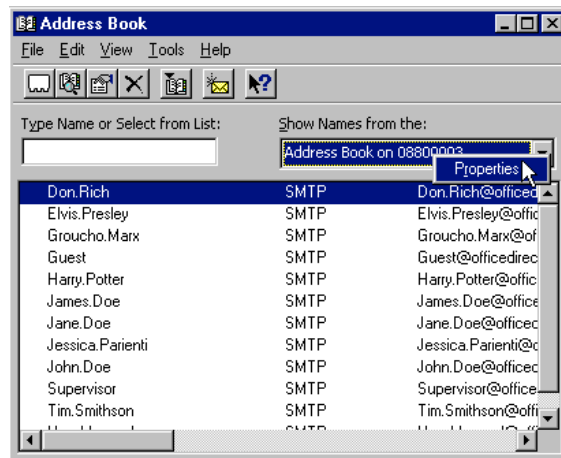
1. From a **New Mail Message** window, click **To:**
2. Select the **Address Book on (Messaging Server serial number)** from the pulldown list in the upper right hand corner of the **Select Names** window.



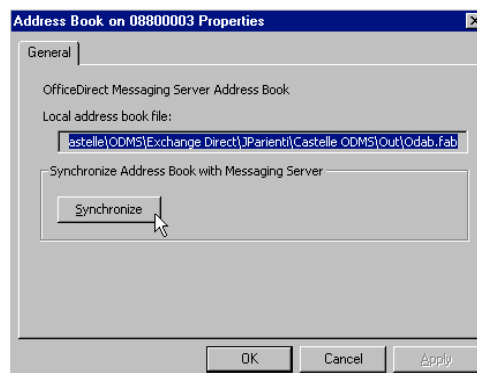
Synchronizing your Messaging Server Address Book

Every time a new user is added a new address book is also created. The new address book is current, and includes all of the users on the Messaging Server. The users added **prior** to the most recently added user, however, must **manually** update their Messaging Server Address Books to reflect the addition of the most recent new user. Synchronize an address book as follows:

1. Open your **Inbox**, then select **Tools>Address Book**.
2. Right click on **Address Book on ODMS** to bring up the **Messaging Server's Address Book Properties** window.



3. Click the **Synchronize** button, then **OK** to update your Messaging Server Address Book.

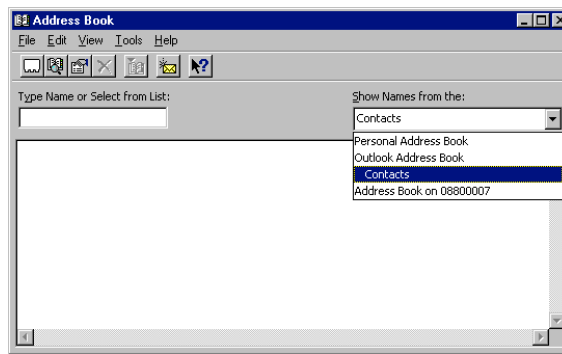


CONTACTS

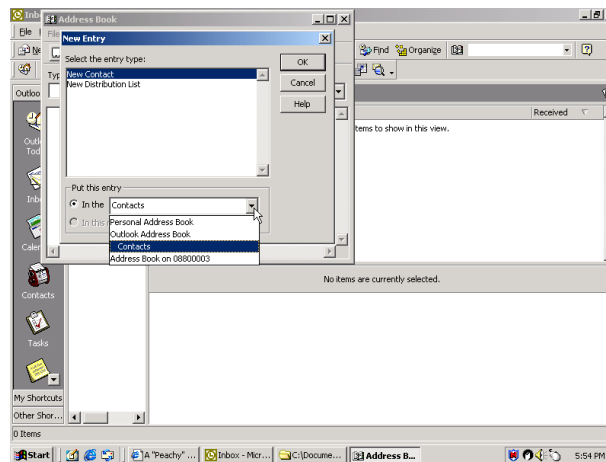
Use the Contacts list to send fax and email messages outside your LAN. Contacts allows you to import information (existing customer lists, other address books, etc) from external data sources. Refer to Microsoft Outlook Help for importing details.

To add new entries:

1. Select **Tools>Address Book**, then select Contacts in the **Show Names from the:** pulldown menu.

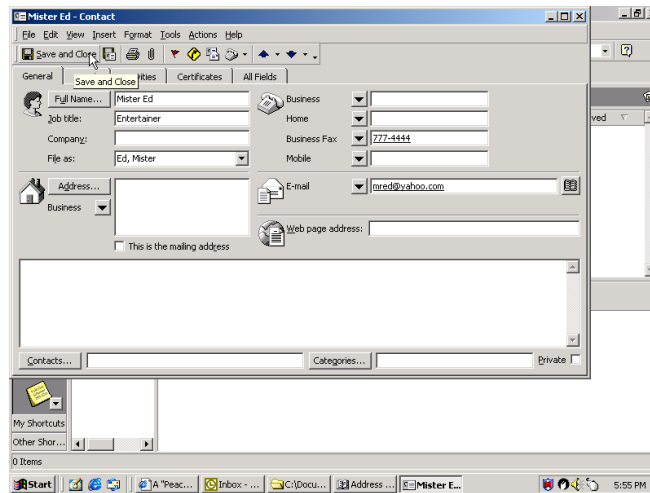


2. Select **Contacts** from the **Put this entry in the:** pulldown menu. Click **OK**.

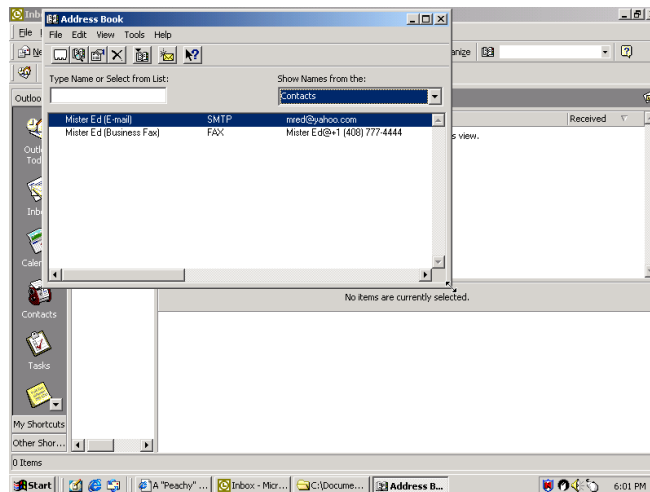


ADDRESS BOOKS

3. Enter your contact's information, then click **Save and Close**.

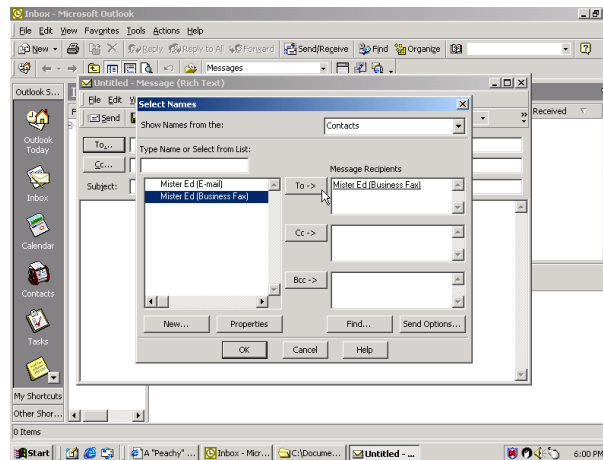


4. The **Contacts** list reflects the new entry.



MESSAGING SERVER USER'S GUIDE

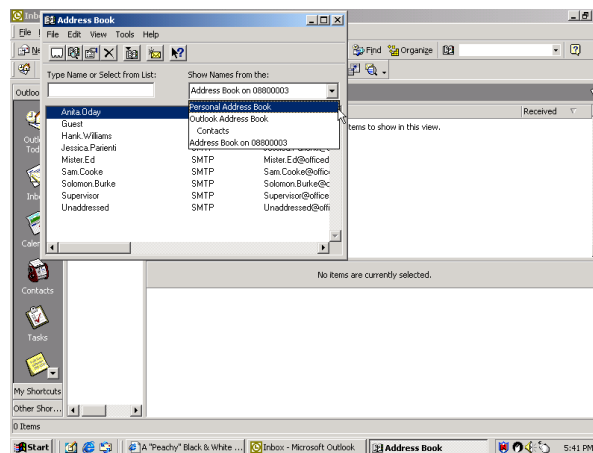
5. To use the new entry to address a message, open a New Mail Message window, click the **To:** button, make sure **Contacts** is selected in the upper right, select the new entry's fax or email address, then click **To:** and **OK**.



PERSONAL ADDRESS BOOK

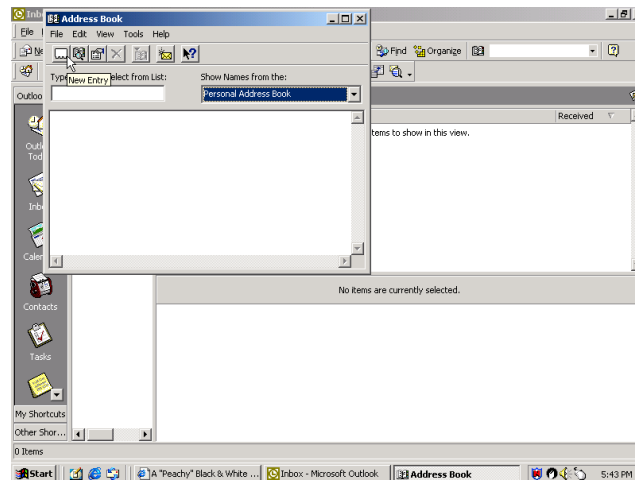
To add a new entry:

1. Select **Tools>Address Book**, then select Personal Address Book in the **Show Names from the:** pulldown menu.

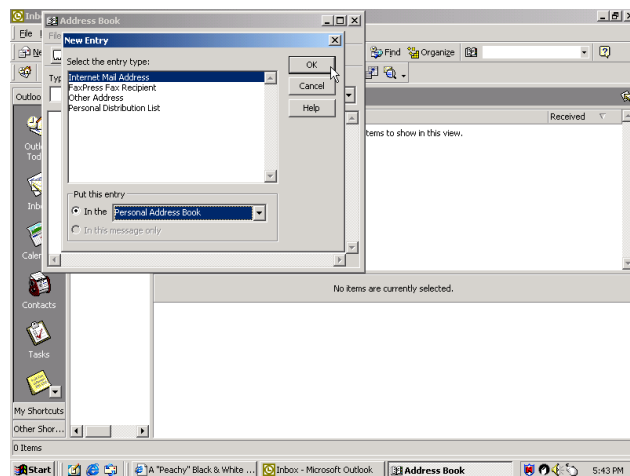


PERSONAL ADDRESS BOOK

2. Select the **New Entry** index card icon.

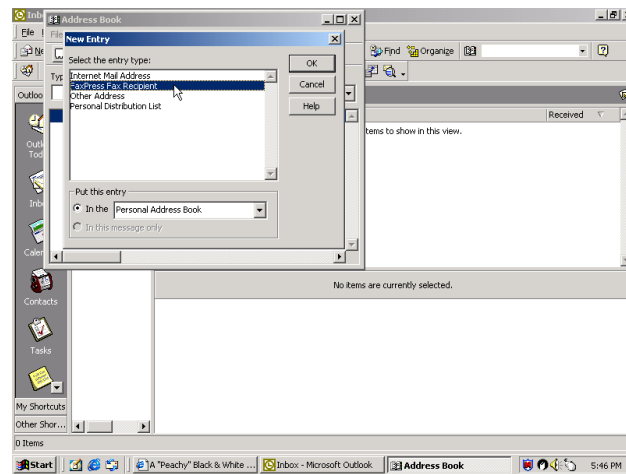


3. The **Personal Address Book** requires you to enter the recipient's email and fax information as two separate recipient entries. Select **Internet Mail Address** and enter the new entry's email information.

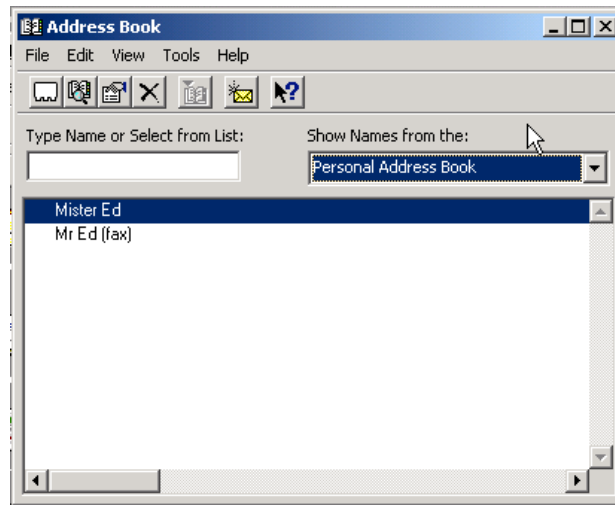


MESSAGING SERVER USER'S GUIDE

- Next, select **Fax Recipient**, click **OK**, and enter the required fax information. Type **(fax)** next to the recipient's name to distinguish between the two fax and email entries.



- You'll now have a new Personal Address Book recipient with both fax and email entries.



SENDING FAX AND EMAIL MESSAGES

The Castelle ODMS Outlook profile allows you to use Outlook to send faxes the same way you send email. Attachments are rendered into fax documents, which means you can send an attached file to both fax and email recipients simultaneously.

Sending a fax message does require, however, that you address your email to the recipient's fax number. You may either address your fax messages using entries from your Contacts list and Personal Address Book, or you may address faxes by manually entering the recipient's fax number.

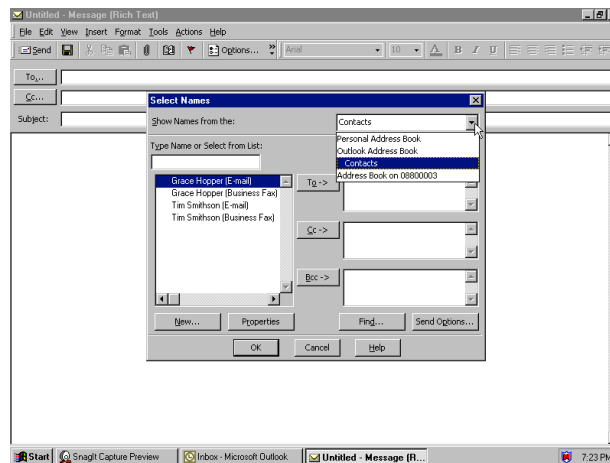
Both means of addressing are covered here.

USING ADDRESS BOOKS

Contacts

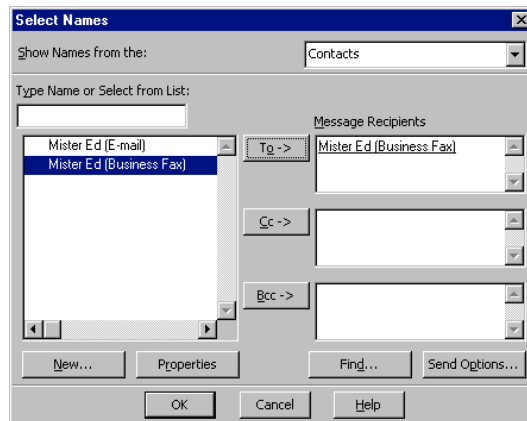
To use your Contacts list to send a fax message:

1. Open **Outlook**.
2. Choose your **Castelle ODMS Outlook profile**.
3. Select **New Mail Message** from the upper left hand corner of your Inbox.
4. Click on the **To:** button to bring up your address books.
5. Select **Contacts** from the pulldown menu in the upper right corner of the **Select Names** window.



MESSAGING SERVER USER'S GUIDE

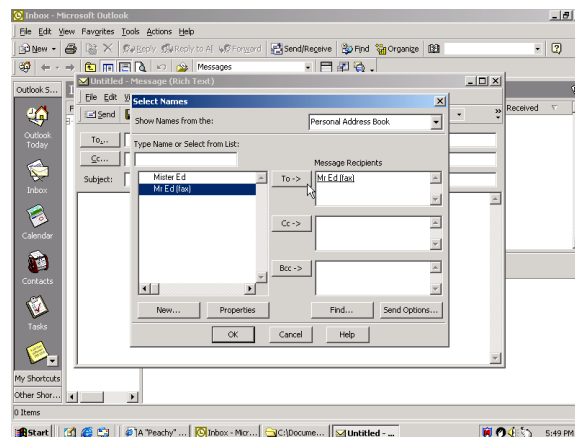
6. Select the your recipient's **Business Fax** entry, click **To:**, then **OK**. Your message will now be addressed.



7. Back at the **Inbox**, click the **paper clip icon** to attach a file for the fax recipient to your mail message, then click **Send**.

Personal Address Book

The Personal Address book functions much like the Contacts list. Fax and email are, though, added as separate entries. Manually entering (fax) next to the fax entry to distinguish between the two helps the next time you address a message.

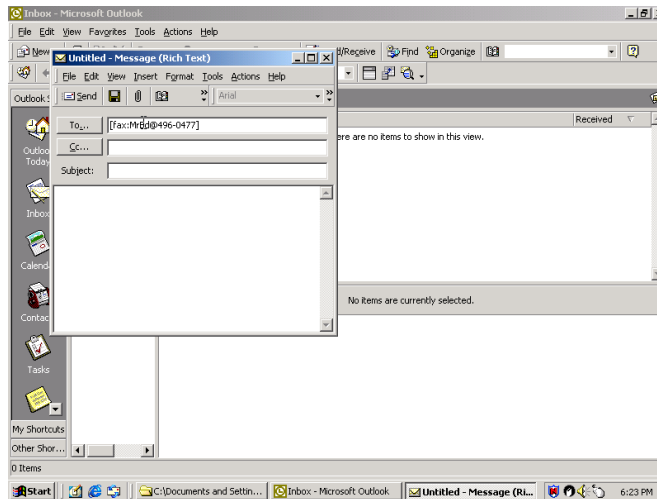


MANUAL ADDRESSING

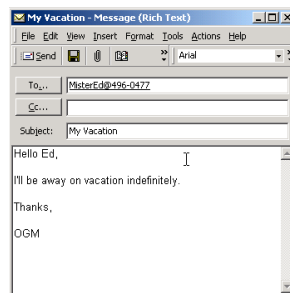
To address a fax without using address books:

1. Enter the recipient's fax number in the **To:** field according to your choice of the following formats:
 - [fax: recipient_fax_number]
 - [fax: recipient name@recipient fax_number]

The information entered will appear in the corresponding sender and recipient fields of your fax cover page. Use a semicolon as a delimiter to enter multiple recipients.



2. When you move to the next field, the [fax:] brackets and fax will disappear.

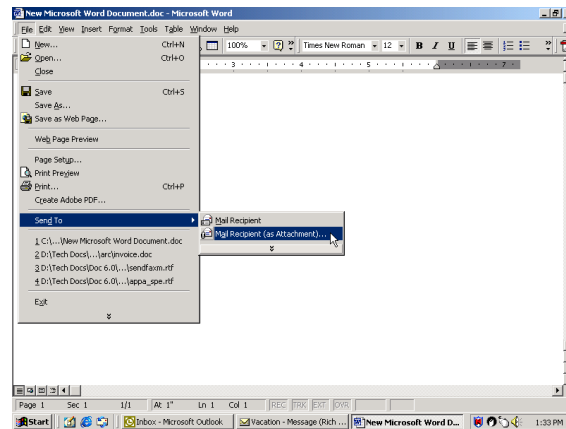


THIRD PARTY APPLICATIONS

Send documents as fax messages straight from whatever application you're working in.

Microsoft Send To

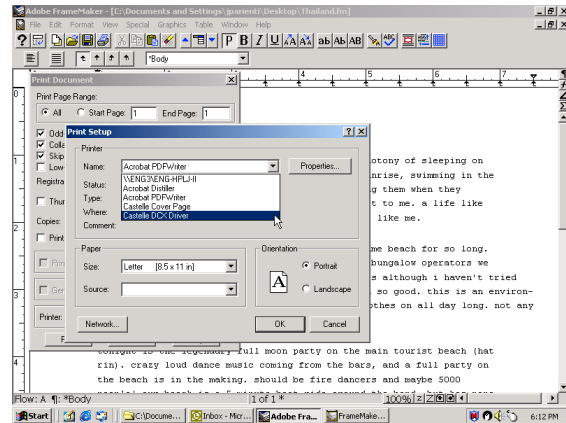
To convert Microsoft documents into fax messages, select **File>Send To>Mail Recipient (as Attachment)**.



DCX

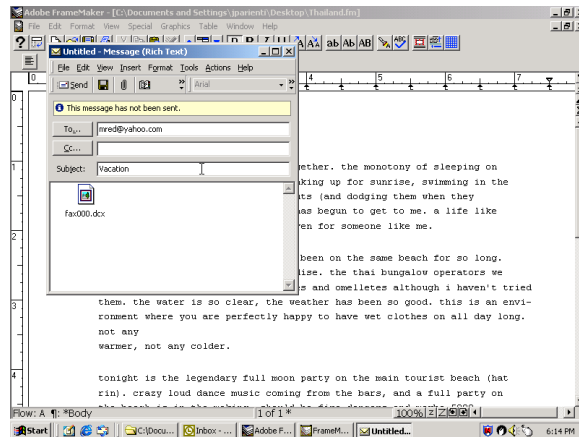
To send non-Microsoft applications as fax messages:

1. Select **File>Print Setup**, then choose the **Castelle DCX Driver** from the pulldown printer list. Click **OK**.



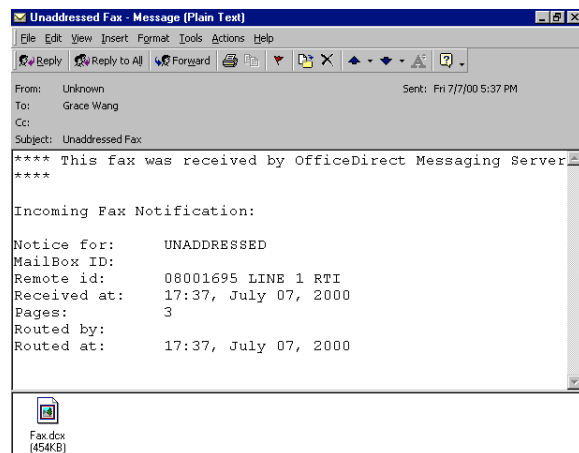
RECEIVING FAX MESSAGES

2. Address and send the new mail message with the .dcx file attached just as you would a regular fax or email message.



RECEIVING FAX MESSAGES

Fax messages will, when routed, arrive in your inbox as an email with a .dcx attachment. Double-click on the .dcx attachment to view the fax.



COVER PAGES

Use the Castelle Cover Page Editor to make custom cover pages for your fax messages.

Custom cover pages may be generated by:

- creating **new cover page templates**, explained in Chapter 4.
- modifying **existing templates**, explained here.

OPENING THE CASTELLE COVER PAGE EDITOR

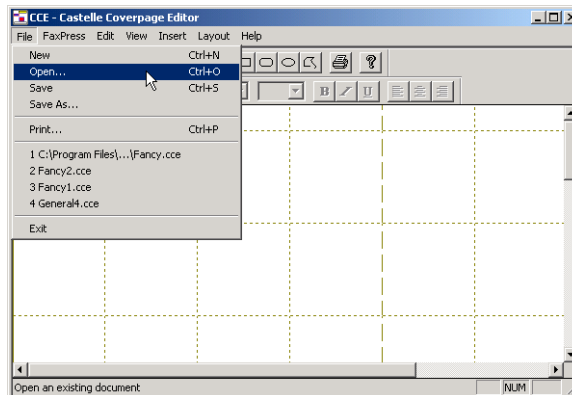
Open the Castelle Cover Page Editor from the:

- **ODMS Manager**, by selecting **Fax>Compose Cover Page**.
- **ODMS Transport Properties**, by selecting the **General** tab, then clicking the **Cover Page Management** button. (To access the Transport Properties from your Castelle ODMS Outlook inbox, select **Tools>OfficeDirect Messaging Server Tools**.)

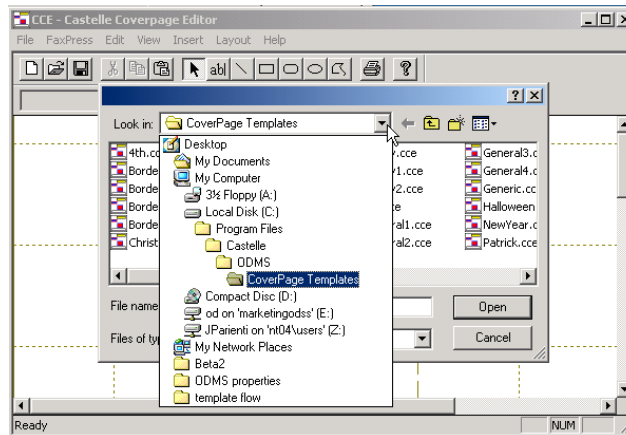
USING EXISTING COVER PAGE TEMPLATES

Convert a graphic of some kind – your company logo – into bitmap (.bmp) format to use in this exercise.

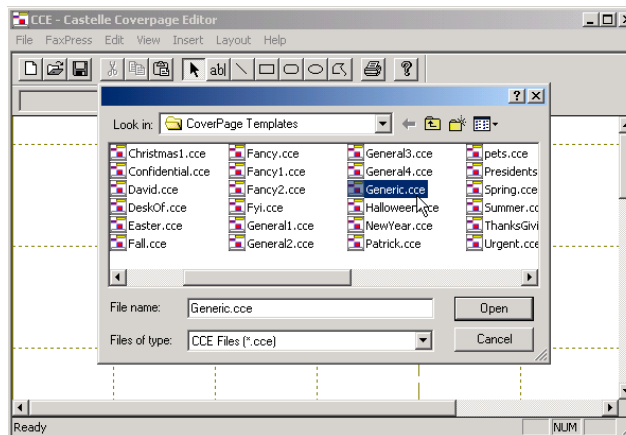
1. The Cover Page Editor opens to a blank, 8 1/2" x 11" base page with grid lines to help you place the template elements. (You can remove the grid lines by going to **View** pull-down menu and unchecking **Grid Lines**.) From the Cover Page Editor's base page, select **FaxPress>Open**.



2. If the ODMS files were installed to the default target directory during client setup, the **Cover Page Templates** folder will be in the Castelle folder in your Program Files on your hard drive.

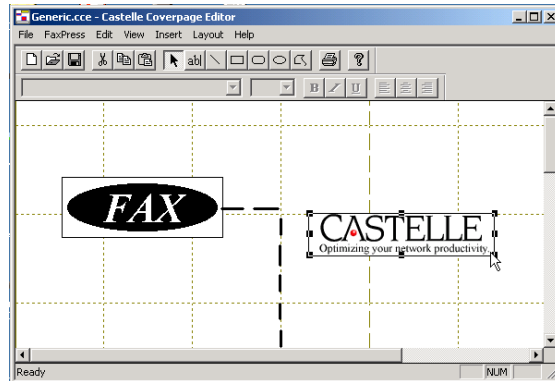


3. Choose a template to modify from the **Cover Page Templates** folder. The default Corporate Cover Page is **Generic.cce**, which will be used as the example here.

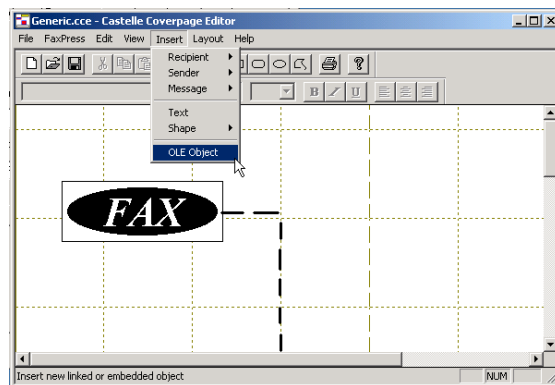


MESSAGING SERVER USER'S GUIDE

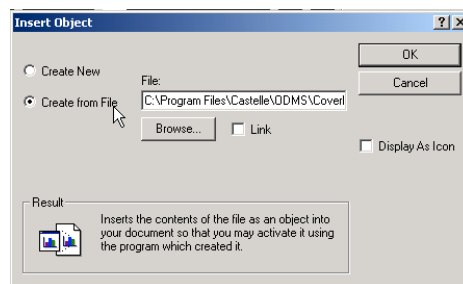
4. Select the Castelle logo by clicking on the frame, then press your keyboard's **Delete** key to remove it.



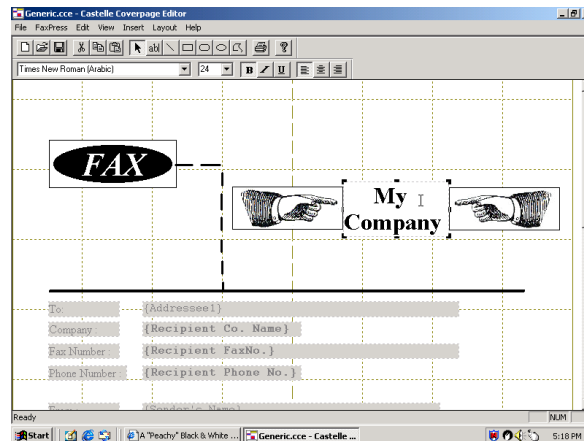
5. Select **Insert>OLE Object**.



6. Select the **Create from File** radio button, click the **Browse** button to find the bitmap image to import, then **OK**.



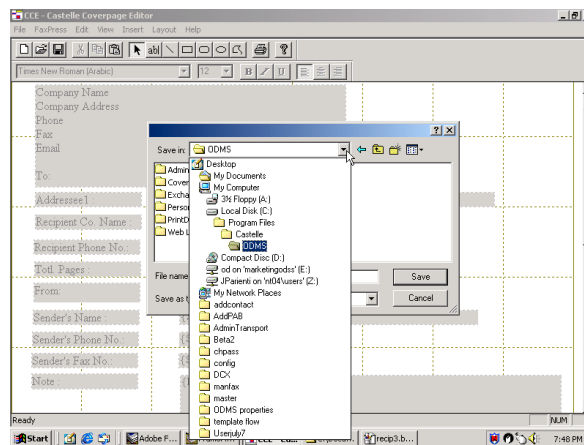
7. Drag the imported image or images to the intended spot. Select **Insert>Text** to create text frames. Double-click inside them to enter text.



Setting the Cover Page

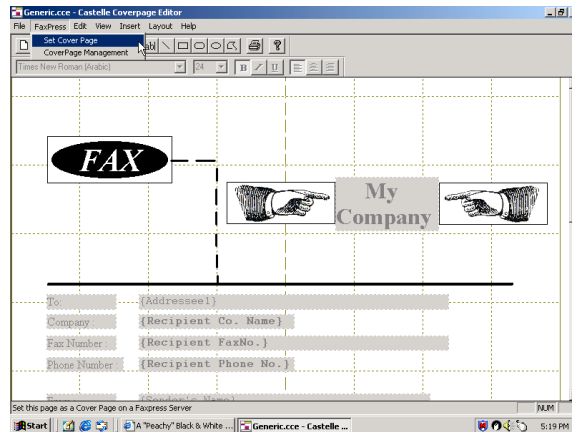
The cover page will need to be saved, then set before it can be used.

1. Select **File>Save As**, then save your template to the ODMS folder.

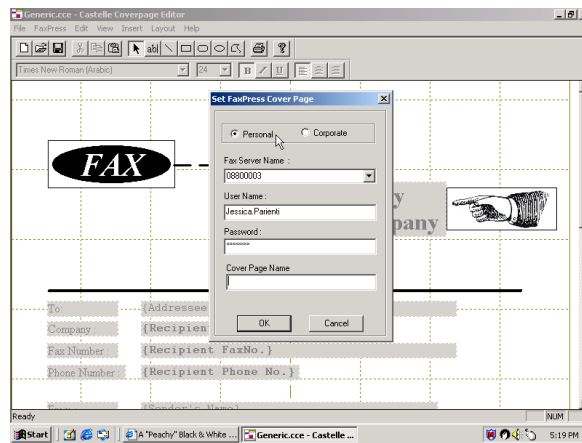


MESSAGING SERVER USER'S GUIDE

2. Select **FaxPress>Set Cover Page**.



3. Select the **Personal** or **Corporate** radio button. Click **OK**.

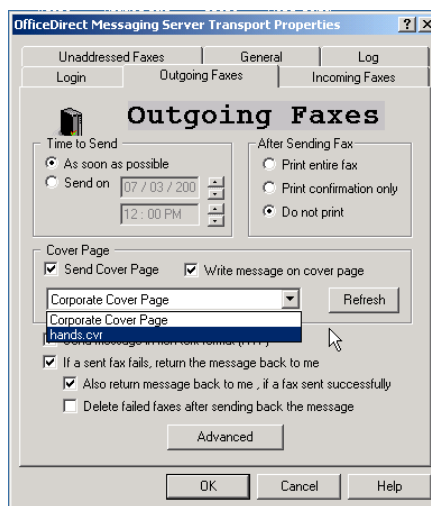


NOTE: Only Supervisor-privileged users can set a Corporate Cover Page. The Corporate Cover Page is the default for users who have yet to create a Personal Cover Page.

Designating a Cover Page

Use the new cover page for outgoing fax messages:

1. Open **ODMS Transport's Outgoing Faxes** dialog box (**Castelle ODMS Inbox>Tools>OfficeDirect Messaging Server Tools.**)
2. Click the **Refresh** button, then the pulldown menu to find the newly created cover page added to the menu of available cover pages. Select the new cover page, then click **OK**.



NOTE: Send a test message to yourself to view the cover page as it will appear to recipients.

MESSAGING SERVER USER'S GUIDE

Troubleshooting

INTERPRETING LEDs

Problem:

The red Alert LED is on and the green Ready LED is off.

Recommendation:

This LED display means that the Messaging Server is not properly installed, or is not able to communicate with the PC, workstation, or Storage Server acting as the master file server. In this case:

- check the network connection. Reset the router or hub.
- make sure the master file server is functioning properly.
- try rebooting the Messaging Server.

NOTE: The red Alert LED may also appear if the master file server's static IP address has changed since the Messaging Server was first installed. Reinstall the Messaging Server from the setup CD-ROM, using the master file server's new static IP address.

Problem:

Neither the 10 BaseT nor the 100 BaseTX LEDs are on.

Recommendation:

This LED display suggests that the network is not available. Check the Messaging Server's hub/router. Reset it. Test your network cable, too.

Problem:

No LEDs on.

Recommendation:

No LEDs suggests that the Messaging Server is not properly connected to a viable power source. Check the power connection.

Problem:

Both Alert and Ready LEDs are on.

Recommendation:

This display indicates that the Messaging Server has a print job in the parallel port print queue. Connect a printer to the Messaging Server's parallel port, and check users' Printer Configuration settings (page 75) and the Incoming Faxes and Unaddressed Faxes settings in the ODMS Transport (pages 77-78.) This situation will not adversely affect Messaging Server's operation.

Problem:

The LAN LED is on without interruption.

Recommendation:

An uninterrupted LAN LED display indicates a network problem. Check network connections, reset the hub/router, and reboot the Messaging Server.

Problem:

Line LED is on, even when not sending or receiving a fax.

Recommendation:

Normally, the Line LED comes on when the Messaging Server's fax modem is in use; that is, when faxes are being sent or received. If the Line LED is on without interruption, however, the Messaging Server's fax modem needs to be reset. Rebooting the Messaging Server by disconnecting it from the power source will reset the fax modem.

FAXES: GENERAL

Problem:

The Messaging Server won't send or receive faxes.

Recommendation:

1. Check the physical line connection by plugging in a handset and listening for a dial tone. Try receiving a call. Next, use the ODMS Manager to check the Line Settings (ODMS Manager>right-click on serial number>Properties>Line Settings). Make sure:
 - the correct pre-dial digit is entered.
 - CIF is enabled if you're trying to use CIF. If CIF is enabled, check CIF settings.
2. Also, check that the machine acting as master file server has sufficient disk space available. Make space immediately using the Clean Up Now button in the Storage Reclamation dialog box. (ODMS Manager>right-click on serial number>Properties>Storage Reclamation.)

NOTE: There will be no kind of alert to let you know that disk space is running low on the machine acting as master file server – check the master file server's disk space periodically to make sure it has a minimum of 5 megabytes available.

3. If the Line LED is on, the fax modem is needs to be reset. Reboot the Messaging Server to reset the fax modem.

FAXES: OUTGOING

Problem: Outgoing Fax Queue

All the faxes listed in the Outgoing Fax queue have Queued status, but jobs do not advance to Ready or Active status:

Recommendation:

1. If the file server has fewer than five megabytes of disk space on the volume where the Messaging Server is installed, try running Storage Reclamation.
2. Make sure the Messaging Server serial number user has access to the Castle/PCL Fonts Directory on the machine acting as the Messaging Server's master file server.
3. The Messaging Server may have problems converting an attached file at the head of the queue. Try deleting the first

file in the queue and rebooting the Messaging Server. The PC sending a file attached to a fax message must have the application used to create the file installed. If, for example, a .doc document is attached to a fax message, the PC sending the message must have MS Word installed for the document to be converted to .dcx format.

Problem: Outgoing Fax Queue

All the faxes listed in the Outgoing Faxes view list have Ready status but no jobs advance to Active status:

Recommendation:

1. Verify the Messaging Server's Line Direction settings. (ODMS Manager>right-click on Messaging Server serial number>Properties>Line Settings) Line Direction should be configured for Bi-directional or Output Only.
2. Check the Alert LEDs. If on (red), refer to **Interpreting LEDs** (page 111). Check the queue for the outgoing fax status again.

Problem: Failed Faxes

Faxes assigned Failed status appear in the ODMS Manager's Outgoing Faxes view list window.

Recommendation:

Faxes fail for various reasons. For failure description, right-click on the failed fax entry, then choose Properties.

Check the following to reduce the number of failed faxes.

1. The pre-dial settings in the Line Settings dialog box must be properly set. If the Messaging Server is connected through a PBX phone system that requires a pre-dial number to reach an outside line, you may either set the number in the Line Settings dialog box or enter the number with the fax number when addressing faxes.
2. The Messaging Server must have its **own fax line. It cannot share a line** with another device.
3. Confirm that the line quality of the Messaging Server's fax line by listening with a handset. Static indicates poor line quality. Try making a phone call to the recipient number. Try dialing into the Messaging Server's fax modem with either a fax or voice phone to make sure it is working properly.

FAXES: INCOMING

4. The correct international access code must be included on all international calls. Redial the number with the international access code. Contact your long distance phone company for more information regarding international calls.
5. The Cover Page used cannot be corrupt. If your cover page file is corrupt, the Messaging Server will not send the fax. Delete the current cover page and create a new one.
6. The recipient must be a fax machine. Verify the number.
7. The Messaging Server waits up to 35 seconds after the last tone is dialed for a carrier signal from the target machine. If the signal is not received, the Messaging Server times out.
8. The PC sending a file attached to a fax message must have the application used to create the file installed. If, for example, a .doc document is attached to a fax message, the PC sending the message must have MS Word installed for the document to be converted to .dcx format.
9. The receiving fax machine must comply with ITU-T Group III, T.4 or T.30 standards.

FAXES: INCOMING

Problem:

The Messaging Server is having trouble receiving faxes.

Recommendation:

1. Verify that the Messaging Server is connected to an active phone line. Attach a phone to the line and arrange to receive a test phone call to make sure the line is viable.
2. Check the Line Direction settings. (Start>Programs>ODMS Manager>right-click on Messaging Server serial number>Properties>Line Settings) The Messaging Server's line should be configured as Bi-Directional. See page 62-63.
3. The master file server's disk space may be insufficient; purge old faxes and transaction logs from the Storage Reclamation dialog box. (ODMS Manager>right-click on Messaging Server serial number>Properties>Storage Reclamation.) See pages 64-65.
4. Check the failure descriptions in the Received Transaction Log file. If the:
 - reason indicated is poor line quality, ask the phone company to check your Messaging Server's fax line.

MESSAGING SERVER USER'S GUIDE

- fax was received, check the last line of the transaction log to see where the fax was routed.
5. Check the Print Incoming Fax option in your ODMS Transport's Incoming Faxes dialog box. If Print Incoming Fax is selected, check the printer for the fax.

Problem:

Incoming faxes do not automatically print.

Recommendation:

1. Make sure that the Print Incoming Fax option is checked in the user's Incoming Faxes dialog box. (Castelle ODMS Inbox>Tools>OfficeDirect Messaging Server Tools>Incoming Faxes.)
2. If the Messaging Server is configured to use a local printer, make sure a printer is connected.
3. If the default printer is a network printer, make sure the configuration information entered is correct.

NOTE: When entering the configuration information, do not use preceding '.' or '/' marks or add syntax such as 'ou='.

4. Confirm that login information in the user's setup for the printer is valid. Use the information to log onto the network and try to print a large (100Kbyte or more) file to the chosen queue. If you cannot print, neither can the Messaging Server.
5. Verify that the printer matches the printer type indicated in the Printer Configuration setting for the user to whom the fax was routed.
6. Verify that the printer has enough memory. At least 1.5 MB is required.
7. If you are using a serial printer, attach it to the Messaging Server and try using null modem box or cable. If you are using a parallel printer, attach it to the Messaging Server and verify that the printer is configured for parallel I/O. See the printer's documentation for more information.

INTERNET EMAIL

Problem:

The Messaging Server cannot send Internet email

Recommendation:

1. Check the client profile's Internet email settings (Inbox>Tools>Services>Internet Email>Properties>Servers.) The SMTP server should be the Messaging Server's IP address.
2. Check the Messaging Server's mail server settings (ODMS Manager>right-click on serial number>Properties>Email.) The SMTP server name should match your ISP's. The server name should, also, resolve to an IP address (try pinging it).
3. Try using a PC with direct access to the ISP to see if email sent directly is successful.
4. Make sure that the ODMS' gateway setting is the internet router's IP address.
5. Make sure that the domain name is correct. If incorrect, or to use a new domain name, reinstall the Messaging Server from the setup CD-ROM.
6. Make sure that the Messaging Server's DNS IP address is your ISP's DNS IP address.

Problem:

The Messaging Server cannot receive Internet email.

Recommendation:

1. Check the **client profile's Internet email settings**. (Castelle ODMS Outlook Inbox>Tools>Services>Internet Email>Properties>Servers.) Make sure:
 - the Incoming mail (POP3) server entry is the Messaging Server's IP address.
 - the Incoming mail (POP3) server password is correct.
2. Check the **Messaging Server's mail server settings** (ODMS Manager>right-click on serial number>Properties>Email.) Make sure the:
 - Incoming mail (POP3) server name and password match your ISP's.
 - Incoming mail (POP3) server name resolves to an IP address (try pinging it).
3. Confirm that the user name, email address and password defined in the ODMS Manager's User list, and the client profile's user name, email address and password match.

LAN EMAIL

Problem:

The Messaging Server cannot send or receive internal email .

Recommendation:

1. Check the client profile's Internet email settings as described in the previous section.
2. Use the Messaging Server Address Book to send internal Email, rather than typing the names in.

Problem:

Users don't appear in the Messaging Server Address Book.

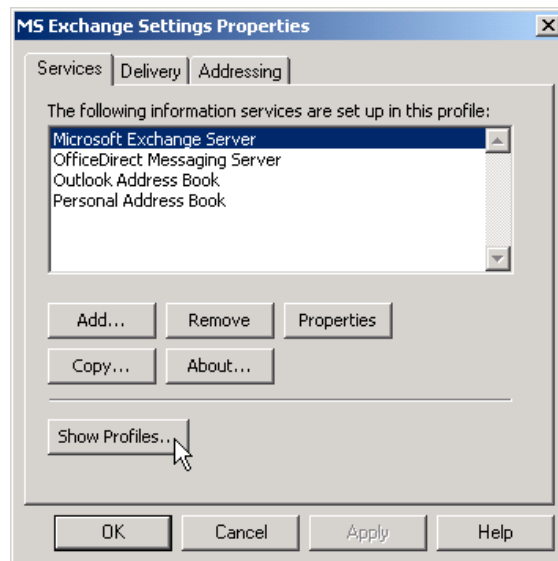
Recommendation:

1. Make sure all Messaging Server users have synchronized their Messaging Server Address Books. See page 93.

Creating Remote Users

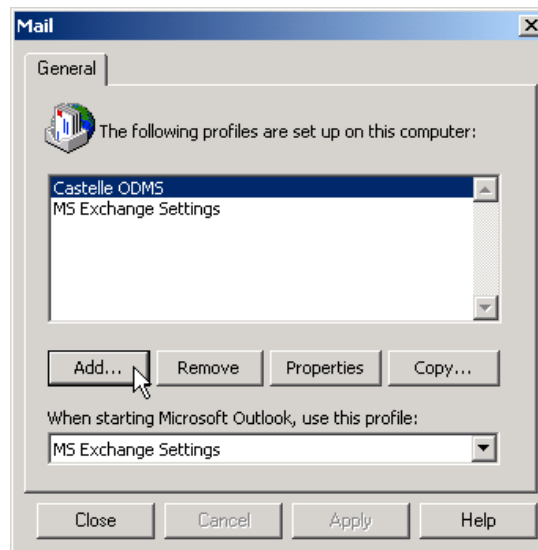
For Messaging Server users to access their accounts remotely,

1. Open your **Mail** or **Mail and Fax** control panel.
(**Start>Settings>Control Panel>Mail**).
2. Click the **Show Profiles** button.

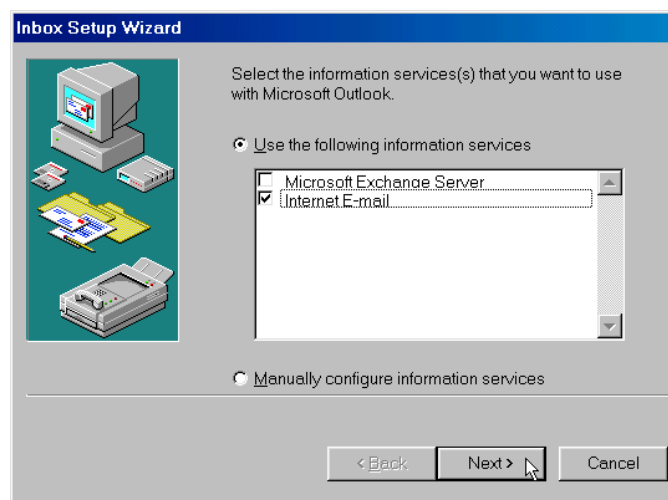


MESSAGING SERVER USER'S GUIDE

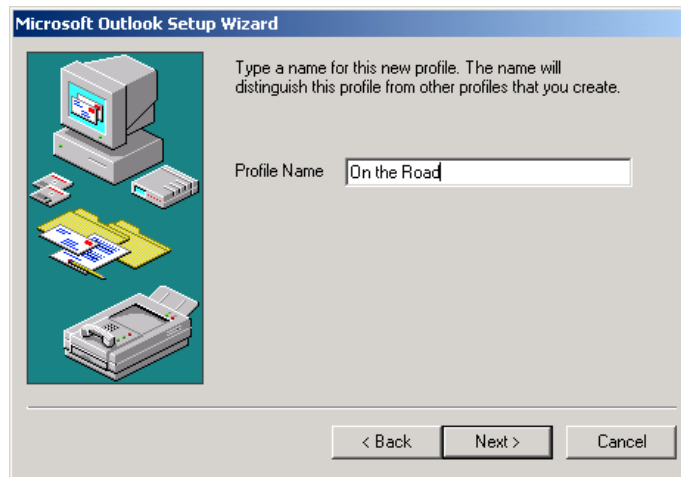
3. In the **Mail** window, select **Castelle ODMS** and click **Add...**



4. Select **Internet E-mail**, then click **Next>**.



5. Enter a name that will identify this as your remote profile in the **Profile Name** field. Click **Next>**.

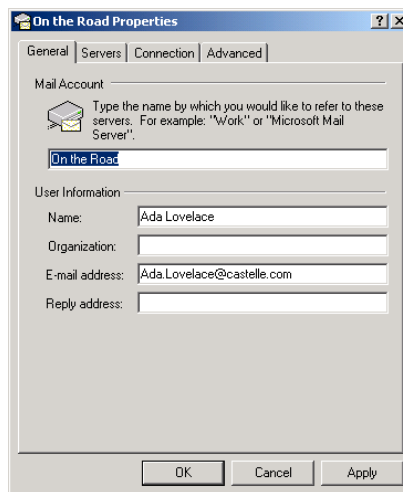


6. Click the **Setup Mail Account** button, then click **Next>**.

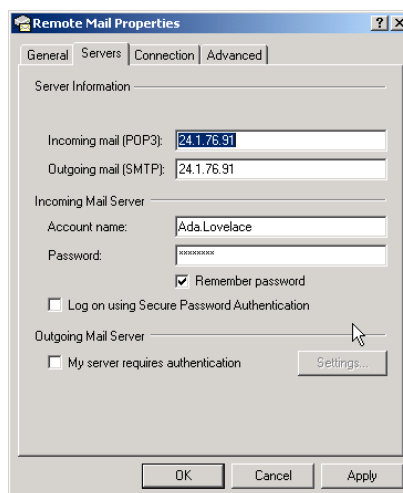


MESSAGING SERVER USER'S GUIDE

7. In the **Properties** window, with the **General** tab selected, enter information in the **Name** and **E-mail** address fields that matches the information used in your existing email profile.



8. Select the **Servers** tab. Enter the public, gateway IP address your network uses to connect to the Internet in the **Incoming mail (POP3)** and the **Outgoing mail (SMTP)** fields. Do not enter the Messaging Server's IP address unless that IP address is a public IP address from your ISP. Click **OK**.

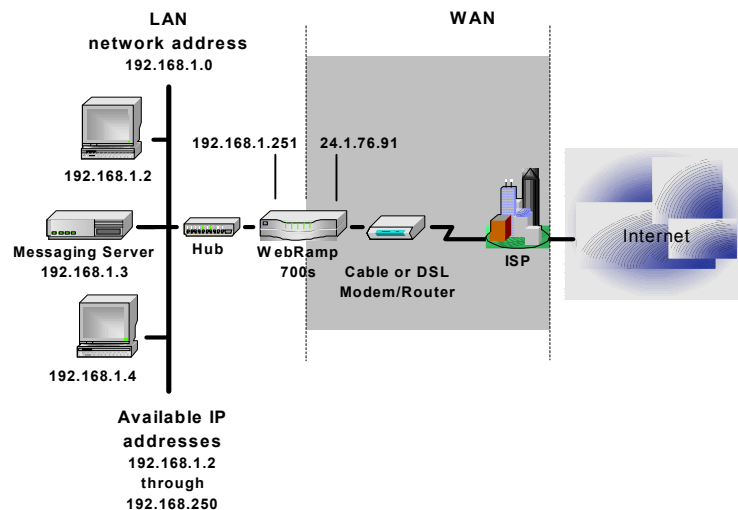


Appendix

WebRamp 700s

This section is intended to help you configure the WebRamp 700s for use with your Messaging Server's SMTP mail delivery mode. **If your Messaging Server is set to use the POP3 mail delivery mode, no changes to the WebRamp 700s are required, unless off-site users need access.**

The 700s should be attached to your network and operational, as shown below, before you configure it for use with the Messaging Server. Refer to the WebRamp 700s manual for help if you cannot yet access the Internet using your 700s. Accessing the Internet includes sending and receiving email, and visiting sites on the World Wide Web.



The 700s and the Messaging Server's SMTP Mail Delivery Mode

With the Messaging Server in SMTP mode, your ISP forwards all incoming email to the Messaging Server. Consequently, your network's WebRamp 700s must be configured to:

1. allow the email sent from your ISP onto the LAN.
2. forward the email received to the Messaging Server.

Before making these configuration changes, though, first determine the network addressing mode your 700s is currently set to use.

The 700s' Network Addressing Modes

The 700s has three network addressing modes that enable it to function in different network environments. **NAT Enabled is the mode recommended for use with the Messaging Server.** The different modes are used in the following ways:

Standard. Use this mode if your network uses public IP addresses provided by the ISP. You can also use this mode if you want to use the NAT feature on your network's router rather than the NAT on the WebRamp 700s.

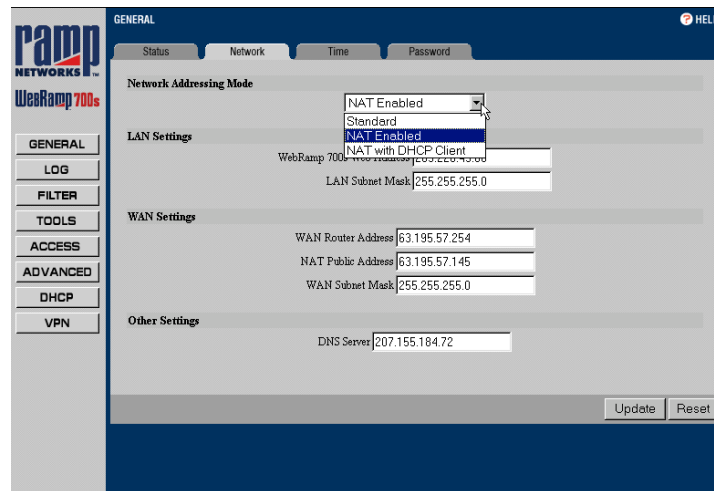
NAT Enabled. Network Address Translation (NAT) connects the LAN to the Internet using a single IP address. Use this mode if your network includes a WAN router and you want to use private TCP/IP addresses on your LAN with two or more valid IP addresses in a subnet provided by an ISP. You should also use this mode if you are using an xDSL or cable modem and your ISP provides static instead of dynamic IP addresses.

NAT With DHCP client. Use this mode if the ISP provides the IP address from a remote DHCP server on the WAN. Your ISP may be using DHCP, or "server-assigned," IP addressing even with cable or DSL service.

To determine the mode your 700s is using, follow these steps:

1. Log into your WebRamp's web-based configurator. (Launch your browser, enter **192.168.1.251** in the URL line, enter your user name and password, then click **Login**.)

2. Click the **General** button, select the **Network** tab, then note whether the Network Addressing Mode is **Standard**, **NAT Enabled**, or **NAT with DHCP client**.



NOTE: Do not use the 700s' **Standard** or **NAT with DHCP client** mode with the Messaging Server's **SMTP** mail delivery mode. Instead, use the 700s' **NAT with DHCP client** mode with the Messaging Server's **POP3** mode.

Configuring the 700s for the Messaging Server

After determining the mode your 700s is currently using, configuring the 700s for use with the Messaging Server's **SMTP** mode is next. Again, **NAT Enabled is the mode recommended for use with the Messaging Server**, and is the 700s mode used in the following example.

Remember, also, only modify the 700s settings if you will be using the Messaging Server in **SMTP** mail delivery mode. **No changes to the 700s are required to use the Messaging Server in POP3 mode**, unless off-site users need access.

Follow these steps to configure the 700s for use with the Messaging Server's **SMTP** mode:

1. Log into your WebRamp's web-based configurator. (Launch your browser, enter your 700s' IP address in the URL line—factory default is **192.168.1.251**—enter your user name and password, then click **Login**.)

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- Click the **Access** button. With the **Services** tab selected, enter the Messaging Server's IP address in the **Send Email (SMTP)** field. (Log into **ODMS Manager**, right-click **serial number**, left-click **Properties**, then select the **Server Information** tab to find the Messaging Server's IP address.) Confirm all eight **LAN Out** boxes are checked. Click the **Update** button, then reboot the 700s, by clicking on the restart link provided.

ACCESS

Services | Add Service | Rules | Users

Network Access Rules (By Service)

	LAN Out	Public LAN Server
Web (HTTP)	<input checked="" type="checkbox"/>	0.0.0.0
PPTP	<input checked="" type="checkbox"/>	0.0.0.0
File Transfer (FTP)	<input checked="" type="checkbox"/>	0.0.0.0
Send Email (SMTP)	<input checked="" type="checkbox"/>	209.220.49.112
Retrieve Email (POP3)	<input checked="" type="checkbox"/>	0.0.0.0
Name Service (DNS)	<input checked="" type="checkbox"/>	0.0.0.0
News (NNTP)	<input checked="" type="checkbox"/>	0.0.0.0
Ping	<input checked="" type="checkbox"/>	0.0.0.0
Default	<input checked="" type="checkbox"/>	0.0.0.0

Network Connection Inactivity Timeout

20 minutes

Update | Reset

- After rebooting, relaunch the configurator and select the **Rules** tab to confirm the 700s has taken the configuration changes.

ACCESS

Services | Add Service | Rules | Users

Add New Network Access Rule

Action: ☐ Allow ☐ Deny

Service: Default

Source: * | * | * | * | * | * | * | *

Destination: * | * | * | * | * | * | * | *

Add Rule | Reset

Current Network Access Rules

#	Action	Service	Source	Destination
1	Allow	Send Email (SMTP)	*	209.220.49.112 (LAN)
2	Allow	Send Email (SMTP)	LAN	*
3	Allow	Retrieve Email (POP3)	LAN	*
4	Allow	Ping	LAN	*
5	Deny	Default	WAN	DMZ
6	Deny	Default	*	LAN
7	Allow	Default	LAN	*

STATUS: Ready

Configuring the 700s for Remote Users

The WebRamp 700s must be configured to allow offsite users to retrieve their email from the Messaging Server. Before configuring the 700s, make sure you've added and configured the necessary offsite client profiles. (see **Creating Remote Users**, page 123.)

Follow these steps to configure the 700s to allow remote users access to their Messaging Server email:

1. Log into your WebRamp's web-based configurator. (Launch your browser, enter **192.168.1.251** in the URL line, enter your user name and password, then click **Login**.)
2. Click the **Access** button. With the **Services** tab selected, enter the Messaging Server's IP address in the **Retrieve Email (POP3)** field.

The screenshot shows the 'ACCESS' configuration page for the WebRamp 700s. The 'Services' tab is selected, displaying a table of network access rules. The table has two columns: 'LAN Out' and 'Public LAN Server'. The 'Retrieve Email (POP3)' service is highlighted, and its 'Public LAN Server' field is set to '209.220.49.112'. Below the table, the 'Network Connection Inactivity Timeout' is set to '20 minutes'. The status at the bottom is 'Ready'.

Service	LAN Out	Public LAN Server
Web (HTTP)	<input checked="" type="checkbox"/>	0.0.0.0
PPTP	<input checked="" type="checkbox"/>	0.0.0.0
File Transfer (FTP)	<input checked="" type="checkbox"/>	0.0.0.0
Send Email (SMTP)	<input checked="" type="checkbox"/>	209.220.49.112
Retrieve Email (POP3)	<input checked="" type="checkbox"/>	209.220.49.112
Name Service (DNS)	<input checked="" type="checkbox"/>	0.0.0.0
News (NNTP)	<input checked="" type="checkbox"/>	0.0.0.0
Ping	<input checked="" type="checkbox"/>	0.0.0.0
Default	<input checked="" type="checkbox"/>	0.0.0.0

Network Connection Inactivity Timeout: 20 minutes

Update Reset

STATUS: Ready

3. Click the **Update** button, then reboot the 700s by clicking on the restart link provided.

MESSAGING SERVER USER'S GUIDE

4. After you've rebooted the 700s, relaunch the configurator and select the **Rules** tab to confirm the 700s has taken the configuration changes.

The screenshot shows the 'Rules' tab in the WeaRamp 700s configuration utility. The interface includes a sidebar with navigation buttons: GENERAL, LOG, FILTER, TOOLS, ACCESS, ADVANCED, DHCP, and VPN. The main area is titled 'Add New Network Access Rule' and contains fields for Action (radio buttons for Allow and Deny), Service (a dropdown menu), and Source/Destination (each with an Ethernet dropdown and two address range input fields). Below these fields are 'Add Rule' and 'Reset' buttons. A table titled 'Current Network Access Rules' lists existing rules with columns for #, Action, Service, Source, and Destination. The status bar at the bottom indicates 'STATUS: Ready'.

#	Action	Service	Source	Destination
1	Allow	Send Email (SMTP)	*	209.220.49.112 (LAN)
2	Allow	Retrieve Email (POP3)	*	209.220.49.112 (LAN)
3	Allow	Send Email (SMTP)	LAN	*
4	Allow	Retrieve Email (POP3)	LAN	*
5	Allow	Ping	LAN	*
6	Deny	Default	WAN	DMZ
7	Deny	Default	*	LAN
8	Allow	Default	LAN	*

Glossary

bandwidth	A measurement of the volume of information that can be transmitted over a network at a given time.
client	A client is any computer having a network connection to, and requiring information from a server. (See server) A client is another name for a PC on a LAN (Local Area Network)
DHCP	Dynamic Host Configuration Protocol. DHCP assists in automatic configuration of client machines by enabling a server to dynamically assign IP addresses. A DHCP server “loans” a network machine or appliance an identifying IP address for a period of time, then reclaims the address for reassignment to another network machine. Also known as server assigned IP addressing.
DNS	<ol style="list-style-type: none">1. Domain Naming System. An Internet mechanism for translating names of host computers into IP addresses, allowing Internet users to remember domain names rather than long strings of numbers.2. Domain Name Server. A computer on the Internet that contains the domain’s database of names.
Domain Name	<p>A domain name is the unique, identifying name for an Internet site, e.g. castelle.com. Any given machine may be identified by more than one domain name but a given domain name may point to only one machine. Common domain name extensions are:</p> <ul style="list-style-type: none">.com (commercial).edu (educational).gov. (government).org (non-profit organizations).mil (military).net (network provider, such as an ISP)
Ethernet	The most widely used LAN networking technology; the name given to a cabling system that connects computer, workstations, terminals, servers, etc. on a Local Area Network.

firewall	A combination of hardware and software that work in conjunction to keep a network secure. Firewalls are frequently used to separate a company's public Web site from the private or intranet site reserved for staff access only. A single router can function as a firewall to filter out unrequested information packets; a combination of router, proxy servers and other devices may also be used as firewall protection.
Internet	The worldwide, interconnected "network of networks" made possible by TCP/IP (Transmission Control Protocol/Internet Protocol). The World Wide Web is the graphical portion of the Internet.
intranet	A private network, often firewall protected, that uses Internet software and protocols.
IP	Internet Protocol, the main protocol used by the Internet, tracks Internet addresses, routes outgoing messages, recognizes incoming messages, allowing packets of information to travel on multiple networks.
IP address	The specific network node address, unique to every client, server, appliance etc. on the Internet. An IP address is made up of four distinct segments, each separated by a period (e.g. 255.255.255.255.)
ISP	An Internet Service Provider is a company that offers Internet access and email and, frequently, domain and web hosting. ISP's may also help customers register domain names and sell additional IP addresses.
LAN	Local Area Network. A very localized data communications network used to link servers, clients, and peripheral devices together so the users can share files, printers, and other services.
LED	Light Emitting Diodes. Small indicator "lights" on electronic devices that emit light when current is passed through them. LEDs use less power than normal incandescent light bulbs, but more power than LCDs (Liquid Crystal Displays).

MAPI	(Messaging Application Program Interface) is a Microsoft Windows program interface that enables you to send e-mail from within a Windows application and attach the document you are working on to the e-mail note. Applications that take advantage of MAPI include word processors, spreadsheet, and graphics applications. MAPI-compatible applications typically include a Send Mail or Send in the File pulldown menu of the application. Selecting one of these sends a request to a MAPI server.
POP3	Post Office Protocol version 3. manages messages sent outside your LAN through your ISP. The ISP holds incoming mail until users log on and download the email to their computer. Messages sent to people in your local network may be routed through your OfficeDirect Messaging Server and are not sent out to the ISP. (See also SMTP)
server	Usually one of the more robust machines on a network, a server controls many demanding network and communications functions, providing services to client software running on other computers. A single server machine might have several different server software packages running on it, and so provide the services necessary for many different kinds of client functions.
SMTP	Simple Mail Transfer Protocol. The TCP/IP protocol controlling electronic mail transmissions and receptions. When someone uses POP3 to get mail from an ISP and download it, the programs use SMTP. (See also POP3)
static IP	Also known as fixed IP. A method of IP addressing, distinct from DHCP, where the identifying IP addresses of the machines on a network are entered manually, rather than assigned by a server.
TCP/IP	Transmission Control Protocol/Internet Protocol. A suite of networking protocols that enables computers with various operating systems to connect across multiple, very large interconnected networks. A computer must have TCP/IP software installed and properly configured in order to connect to a network or the Internet.
WAN	Wide Area Network. A network that covers a large geographical area in contrast to a local area network (LAN.)

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